

Thorney Medical Practice Patient Participation Group

Looking after your needs in the practice



Patient participation should be seen as a very positive process but it requires considerable enthusiasm and commitment in order to achieve all the potential benefits. The fundamental goal that PPGs need to achieve is to engage with patients (users) and to ensure they are put at the heart of the health services being provided. In order to achieve this the group has to continually:-

- Focus on the “needs” of the patients and shortcomings in their NHS experience(s)
- Regularly publicise the work of the PPG (in village magazines etc) to a wider audience for information.
- Generate interest in the group and its work, leading to more recruitment / involvement.

Following on from a presentation by the Director of Healthwatch Peterborough, to the January meeting it was agreed that the group should review some relevant principles and its perception of the practice against them, especially as there was to be no patient survey this year.

The Healthwatch England’s report sets out a list of eight consumer rights that the public should expect to achieve the above and they are:-

1. The right to essential services
2. The right to access
3. The right to a safe, dignified, and good-quality service
4. The right to information and education
5. The right to choose
6. The right to be listened to
7. The right to be involved
8. The right to live in a healthy environment

It was agreed that two of the above would be discussed in detail at each of the group’s meetings this year, along with any other necessary business.

The crude indicator being applied will be - “When patients at this practice compare the “right” to what can reasonably be expected, within the constraints of the NHS they can expect one of three ratings:-

1 - Red – There are significant shortfalls in this area that have no current known resolution, nor plans in place. As such these will be raised at the Borderline Local Commissioning Group (LCG) meetings and the Peterborough Clinical Commissioning Group (CCG) to highlight the problem with the expectation of escalation to a national level.

2 - Amber – There are no significant shortfalls in this area that do not have timely and monitored resolution plans in place. These may still be raised at the Borderline LCG meetings and the Peterborough CCG to highlight the problem, but either temporary funding (or similar) has enabled a satisfactory, but unsustainable work around.

3 - Green – There are no major issues in this area and benchmarking us against other practices within the LCG would not show TMP unfavourably.

The results of the TMP PPG so far indicate

	Consumer Right	Finding
1	The right to essential services	GREEN
2	The right to access	GREEN

If you are unhappy with this result or wish to be involved with the process, then please contact the surgery and ask when the next PPG meeting is due to take place.

Gary Dawkins

Chair of TMP PPG