



# ALTRINCHAM HEALTHCARE ALLIANCE

## PRIMARY CARE NETWORK

### **ALTRINCHAM HEALTHCARE ALLIANCE PATIENT PARTICIPATION GROUP**

#### **Frequently Asked Questions**

##### **What is a Primary Care Network Patient Participation Group (PPG)?**

- A Primary Care Network PPG is a group of patients who represent the patient voice of their Primary Care Network. The group is representative of all practices within the Primary Care Network and, as a vital link between patients and the network, it is key in reviewing/feeding back on current services and helping to shape our future opportunities.

##### **What does it do?**

- The Altrincham Healthcare Alliance Primary Care Network PPG will work with our PCN's five GP practices to help improve services for all patients.
- The GP contract states every practice should have a PPG to collate patient views and hear their feedback (whether via a virtual or by a physical PPG) and the Primary Care Network PPG will feature representation from patients/ of our Network practices.
- While PPGs across the country are different, they often have a similar structure: led and run by the patients and supported by the practices
- Membership is representative of registered patients in the practices and as a PCN, we are keen to have patient representation from each of the five practices
- GP practices will also be represented at the meetings
- The PCN PPG may choose how it is structured at the initial meeting and this could include:
  - Nominating a Chairperson
  - Planning the frequency of meetings/meeting times/length of meetings
  - Looking at preferred meeting types: face-to-face, virtually, or email responses to suggested new ideas
  - Administrative 'housekeeping' (minute-taking, agendas, circulation of information etc)
  - Highlighting key areas for discussion

##### **What PPGs cannot do?**

- Act as a forum for individual complaints (practices/the Primary Care Network have established processes for handling complaints)
- Be an opportunity to discuss medical/health issues with attending clinicians

### **Why should I join?**

- You may have ideas already for potential improvement to services we deliver that could help other patients...we would welcome your ideas and the PCN PPG would be a forum for patient voices/exchanges of ideas
- It is your chance to help improve, shape and develop health services
- You will be helping your local Primary Care Network which is made up of five local practices

### **PPGs can potentially benefit the Primary Care Network by**

- Suggesting changes to the way the Network's services are being delivered
- Acting as a 'temperature gauge' for changes to services/new service proposals
- Commenting and feeding back on the results from any in-house and external surveys
- Promoting the Primary Care Network PPG to other patients to improve the reach of communications
- Looking at different communication methods for patients
- Organising health talks for patients on specific subjects requested by patients or the Practice.
- Fund raising to support the five practices.

### **PPGs can potentially benefit the wider community by:**

- Acting as a 'patient champion' by linking with other PPGs
- Representing the patient view in local health care/voluntary sector/community groups
- Working with the Social Prescribing team to support the mental health and wellbeing of others

The above details are not exhaustive, but intended as an outline of information regarding the PPG for the Primary Care Network. We are keen for our patients to have an active role in the development of services.

### **How do I join?**

If you want to be involved please complete the online form for the Primary Care Network Patient Participation Group via our website (<https://www.altrinchamhealthcarealliance.co.uk/our-team/>) or email [aha.pcn@net.net](mailto:aha.pcn@net.net) including your contact details and a brief description of why you would like to be part of this group. Many thanks in advance.

**Altrincham Healthcare Alliance Primary Care Network**  
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