



# 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 five practices within Altrincham Healthcare Alliance Primary Care Network and is a vital link between patients and the Network. The PCN PPG is key in reviewing/feeding back on current services and helping to shape our future services/opportunities.

##### What does a PPG do?

- The PPG is the 'patient voice' working with the PCN to help improve services for all patients of all five practices within the PCN.
- 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 also work with practice PPGs as required to enhance engagement/shape services which benefit all patients.
- While PPGs across the country can be different, they often have a similar structure: led and run by the patients and supported by the practices with membership representative of registered patients in the practices. The PCN PPG is representative of the five practices.
- PCN staff from will also be represented at the meetings.
- The PCN PPG may choose how it is structured at the initial meetings including:
  - Nominating a Chairperson/Vice Chair
  - 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' (decisions re.minute-taking, agendas, circulation of information etc)
  - Highlighting key areas for discussion/guest speakers etc

##### What PPGs cannot do?

- Act as a forum for individual complaints as GP Practices/the Primary Care Network have established processes for handling complaints.
- Be an opportunity for patients to discuss medical/health issues with any 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**

- Being the patient voice in the planning/shaping of services
- Ongoing reviewing/monitoring of PCN services/development and the impact on patients: 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 to maximise engagement
- Proactive engagement to support services offered by the PCN for example, supporting Social Prescribing work and opportunities for patients, organising health talks, fund-raising to support services

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

- Acting as a 'patient champion' by linking with other PPGs in the locality
- 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?**

**Due to the interest from patients, we are looking to rotate the membership on a regular basis. 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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