

## How Ashfield Voluntary Action & Mansfield CVS can support your Patient Participation Group

Ashfield Voluntary Action and Mansfield CVS both work for Mansfield and Ashfield CCG and under their direction can help you to get the most out of your Patient Participation Group (PPG). So whether you need help to:

- Start up a new PPG
- Plan a health event
- Develop a newsletter
- Fundraise
- Recruit PPG members and virtual members
- Develop a website
- Use social media to support your PPG.

Contact Ashfield Voluntary Action or Mansfield CVS to find out more about how we can help the patient voice to be heard.

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Would you like to help improve services at your GP surgery?



Join your PPG today!

Help your GP surgery to better meet the needs of all patients

Do you want to work with your GP surgery to make sure that their services meet the needs of all patients?

Why does it take so long to get an appointment?

Opening hours are changing which will fit better around work...

Getting through on the phone can be really hard...

I've just been given my diagnosis - how can I find out more about managing my condition well?



## What do Patient Participation Groups do?

Patient Participation Groups (PPGs) help to make sure that the views of patients are included when developing services. GP surgeries work with patients to improve services and promote health and wellbeing and ensure patients visiting the surgery have a good all-round experience.

PPG's give patients the opportunity to help direct services both within the surgery and also in the local health care setting, so that the service they provide best meets the needs of everyone. Not only does a PPG involve patients in the planning and delivery of healthcare services, they can raise awareness of local health priorities, and can also help to strengthen the relationship between patient and staff.

PPGs also have another important role in that they feed back the patient view into the Citizens Reference Panel.

Mansfield and Ashfield Clinical Commissioning Group or CCG (the part of the NHS which plans and pays for healthcare services) need to understand the views and experiences of the communities in which they work. To do this they established a special patient reference group called the Citizens Reference Panel and PPGs, along with local government, voluntary sector organisations, health groups, young people and Healthwatch all work together to make sure that the views of patient groups are represented.