

What Patient Participation Is (and Isn't!)

Patient Participation Is:

- Patients working with our practice to:
 - Help themselves and other patients take more responsibility for their health
 - Provide practical support for the Practice
 - Contribute to the continuous improvement of services
- Patients have the right and duty to participate individually and collectively in the planning and implementation of their healthcare
- Should be varied to help suit local needs
 - The activities of our group are determined by the needs of the community and in consultation with practice staff
- Based on co-operation
 - It works by building a relationship between the Practice staff and patients resulting in breaking down barriers to communication
 - It enables the sharing of information
 - It can provide a springboard for public involvement in wider aspects of the NHS

Patient Participation Is Not:

- A forum for complaints
 - By improving channels of communication it reduces the potential for complaints. Personal grievances should always be discussed with the Practice on an individual basis not via the Group.
- Implementation of a pre-determined agenda
 - Their independence is seen as a major strength. They are informally accountable to all patients and should therefore take a balanced view of needs.
- A time consuming activity for practice staff
 - Most groups are self-organising. Many undertake activities that help the practice staff.