

**Question and answer for the ICB Board Meeting in Public – Thursday 21
September 2023**

Question:

Since April 2015, it has been a contractual requirement of NHS England for all GP practices to have a Patient Participation Group (PPG) and to make reasonable efforts for this to be representative of the practice population.

How many Swindon/Shrivenham GP practices have active patient participation/engagement groups and what, if anything, does the ICB do - or intend to do - to support or encourage practices/PCNs to meet their obligation under the GP contract?

Answer:

Thank you for your letter.

Patient and public engagement is central to the way Integrated Care Systems such as ours will use population insight and patient experience to shape and drive the way health and care services are developed and delivered.

We currently operate two Patient and Public Engagement Groups (PPEGs) in BaNES and Swindon and there are a number of Patient Participation Groups (PPGs) in Swindon, as well as in Wiltshire and BaNES. These Patient Participation Groups are generally run by our Primary Care Networks (PCNs) and GP Practices and play a crucial role in providing feedback and suggesting improvements to services, which will develop and mature as the ICB's own role is further established within the BSW system.

Along with other Integrated Care Board areas across the country, there have been challenges in recruiting a diverse and representative range of new members. Our PCNs have also struggled to allocate administrative resources during periods of intense demand for services in primary care.

We know that we need to do more to develop our PPGs and we have strong ambitions to continue working with our PCNs to address the current challenges that are impeding our activity in this important area.

The guidance on establishing effective PPGs allows for a number of options, including virtual and face-to-face panels, and delivering PPGs jointly across our Primary Care Networks. We believe that approaches such as these will help increase the current number of PPGs across BSW so that it can reach a level where it provides a more effective patient feedback mechanism for our practices.

Members of the public who are patients at practices in BSW and would like to participate in a PPG can register their interest by emailing our engagement team at bswicb.engagement@nhs.net

ENDS