



East Leake Medical Patients Partnership (ELMPP) - FAQs

What is Patient and Public Involvement?

It is the active participation of patients, users, carers, community representatives and the public in the development of local health services.

Locally this is co-ordinated by our GP Commissioning Cluster NHS Rushcliffe Clinical Commissioning Group (CCG). For more information go to <http://www.rushcliffeccg.nhs.uk/>

What is a Patient Participation Group?

A group of patients who are interested in working with their GP practice to improve services to the local community and to promote health.

There is a national organisation called National Association for Patient Participation (NAPP) and there is a lot of information on their website www.napp.org.uk

What does ELMPP do?

We liaise with the GP practice to look at ways of giving the best health care we can, that is appropriate for our local community, with the resources available.

We are members of NAPP as above.

We run independent surveys to get the views of patients and then give feedback to the practice. While we are running these surveys we sometimes chat to patients in the waiting room to get some informal feedback around successes and concerns.

We discuss ideas with the practice.

We get speakers to come and talk to us about specific health issues. For example, we have heard from local diabetic and cancer groups, end of life services, stroke nurse, adult social care etc.

Many of our members attend other local patient groups so that we can link in the other practices who are part of Rushcliffe CCG. This helps to share what works well with other patients and practices.

We have representation on other local bodies, e.g. the parish council which helps the practice plan for the future and we can lobby local groups on behalf of the practice.

There are lots of other ideas about what a patient group can do such as signpost people new to the area to appropriate services, manage a library or patient resource centre, campaign to reduce the number of people who don't attend their appointments, address current issues such as medicines waste, support the practice in bidding for new services or new facilities - and you can probably think of a lot more.

We have a link on the practice website www.elmgroupsurgeries.com and the list of members who attend meetings is also displayed in the waiting area.

Please also see our terms of reference over the page.

The group is not a route for complaints. The practice has its own complaints procedure so you can talk to reception, write to or telephone the practice manager or contact the Patient Advise and Liaison Service (PALS) at the Primary Care Trust on 0300 300 1234