

Level 3

- PPG Chair attends CCG meetings
- Ad hoc contact with patients
- Rudimentary patient feedback collected
- Feedback results shared with Practice
- Practice request PPG support for some improvement initiatives

Level 4

- Regular PPG contact with patients
- Detailed patient feedback collected & analysis undertaken
- PPG propose improvements to address feedback issues
- Surgery work with PPG on joint initiatives
- PPG provide regular feedback to patients

Level 5

- Embedded patient feedback cycle
- Virtual PPG participation in place
- PPG participation widened to include major groups of patients
- Practice consult with PPG on all initiatives from the outset

Level 2

- Terms of Reference established
- PPG chair from patient members
- Regular meetings
- Medical staff involved at meetings
- Minutes of meetings taken
- Meetings focussed on information from Practice

Level 1

- PPG established
- PPG chair supplied by Practice
- Infrequent meetings
- Practice Manager only involved from Surgery team

Level 0

- No PPG in place
- Patient feedback (limited to complaints only)

