

How to develop your PRG

How can we get more people involved in our PRG?

- ***Be clear and specific about your group***
 - What is a PRG?
 - Would a different name be more meaningful?
 - What does it do?
 - Describe the benefit of being involved to the practice and individual
 - What has it changed? Demonstrate your achievements
 - Present current issues and what plans are in place to address them e.g. car parking / access / appointments
- ***Advertising methods***
 - Use shared spaces in the practice for sharing information about your group
 - Noticeboards
 - TV screens in waiting rooms
 - Practice website
 - Social media
 - Local papers and newsletters
 - Mail outs to patients
 - Talking to patients in waiting rooms
 - Prescription slips
 - Community venues
- ***Contact local groups***
 - Sixth forms and colleges
 - Religious venues – e.g. churches, mosques
 - Community groups
 - Neighbourhoods
 - Local businesses
- ***Representing different people***
 - Younger people may prefer to interact through Facebook and other social media platforms
 - People who work have less time to offer – think of how you can involve them in shorter interactions
 - Whilst it is important to strive to have a group that is representative of the local community, it is also important for members to represent their local community, not just their own personal interests

How can our PRG help our practice to offer a better service to patients?

- **Engaging patients**
 - Ask patients what works well and what could be improved at the practice
 - Talk to patients about specific issues affecting the practice
 - Share and discuss findings with the practice
- **Sharing information with patients – making them aware of services that are available to them e.g. online systems**
- **Presenting problems and solutions to the practice**
 - Making reception more private
 - Setting up an equipment amnesty
 - Introducing a noticeboard to share information with patients
 - Setting up peer support groups for people with a long term condition like diabetes
- **Act as one – use the shared influence of the practice and patients to address wider issues affecting health within the community**
 - Healthy living and exercise activities
 - Shared benefit to the practice and patients
 - Represent the community – not just yourself
- **Inviting speakers to discuss topics that are specific to the practice and community**
- **Interact with practice staff**
 - Meet the staff – find out what they do
 - Being involved in interviews and recruitment of new staff
- **Champion the practice – find out what's good and share with the practice and patients**
- **Define the purpose of the group**
 - Set ground rules
 - Develop a Terms of Reference
 - Be clear about the role of the group
 - Use the skills and experience of people in the group
 - Identify training