

# Patient and Public Participation

## Case studies

### Summary table:

Borough/CCG	Organisation	Project title	Project summary	PPP/PCC
Camden	Voluntary Action Camden	Health Inequalities Hub	Training local residents and employees as Volunteer Health Advocates who operate informally from GP waiting rooms, raising awareness and signposting people to community based services and appropriate activities. In addition, they collect anonymised data to inform GP, commissioners, and voluntary sector providers about needs and potential gaps.	PCC and PPP
Croydon	Croydon Voluntary Action	ABCD – Asset Based Community Development	From an initial pilot in one Ward, now undertaking ABCD activity in 3 Wards, stimulating community activity leading to the creation of local projects which tackle various health related issues and a greater pool of local people willing to be involved in initiatives/planning to improve their area/community.	PPP
Ealing	Ealing CVS	Voluntary Sector Health Programme	A range of initiatives aiming to: <ul style="list-style-type: none"> <li>engage with hard to reach residents</li> <li>reduce social isolation of</li> </ul>	PPP and PCC

			<p>vulnerable older people and stigma around mental health</p> <ul style="list-style-type: none"> <li>• Inform GPs, and other health professionals of support services from local VCS groups</li> </ul> <p>This is being achieved through a range of initiatives including community health champions, health workspaces, volunteering programmes, health outreach sessions, a Self Help Directory and others</p>	
Redbridge	Redbridge Council for Voluntary Service	TB Awareness Project	Residents who are speakers of local community languages were recruited and trained as health buddies (paid as sessional workers) to raise awareness and reduce the stigmatisation of TB. Over 1,600 local people were reached through the project which is being funded by Public Health for a further three years because of the effectiveness of its approach.	PPP
Richmond	Richmond Council for Voluntary Services	Strengthening the voice of carers and service users in commissioning local health services	Service Users and Carers have been involved in many stages of the commissioning cycle, including the actual Procurement phase, leading to better designed services and greater satisfaction/sense of ownership with the services provided.	PPP
Sutton	Healthwatch Sutton	Supporting the establishment of Patient Participation Groups (PPG) and a borough-wide	After 9 months, 92% of GP practices in the borough had a 'face to face' PPG with many running additional 'virtual' groups. 70% of all GP practices were represented on the PRG. 40% of GP practices	PPP

		Patient Reference Group (PRG)	were supported to set up new PPGs. The PRG has been developed from being clinician-led to patient-led.	
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