

Key Messages to Patients Toolkit

Designed by Healthwatch Lincolnshire in
collaboration with Representation from Patient
Participation Groups and Boston Disability Forum

2019

Welcome to the Healthwatch Lincolnshire Toolkit for Patient Participation Groups (PPGs): Key Messages to Patients

Contents of the Toolkit:

Pack One

- Key Messages to Patients Toolkit Booklet
- General Practice Presentation Slides
- **Patient Participation Group Information Sheets**
 - **Sheet 1** How can we get the patients involved?
 - **Sheet 2** Key Messages Resource Pack
 - **Sheet 3** Organisations that offer FREE and CONFIDENTIAL Advice
- **Patient Participation Group Resources** - addition resources
- Patient Survey letter template
- Patient Survey questions template
- Lincolnshire LMC paper “Removing Patients from your list of registered patients”
- The King’s Fund “the evolving role and nature of general practice in England” (report extract)
- Lincolnshire Health and Care: Care Portal awareness campaign
- **Patient Factsheet 1** 10 top tips to get the most out of your GP appointment
- **Patient Factsheet 2** accessing services at your surgery

- **Patient Factsheet 3** what to ask your doctor
- **Patient Factsheet 4** what can I do to get the best out of an appointment?
- **Patient Factsheet 5** what can I do to get the best out of an appointment? (definitions)
- **Patient Factsheet 6** what can I do to help myself at my appointment?
- **Patient Factsheet 7** who's who at the surgery?

Pack Two

- Index of Useful Resources for Patients under the following headings:
 - General information on NHS Services
 - Choosing the right health service in Lincolnshire
 - Campaigns
 - Carers
 - Complaints and advocacy
 - Disability
 - Signposting and advice
 - Patient participation groups
 - Support networks
- Selection of useful contacts with organisations under the above headings that can be reviewed / updated according to the needs of the surgery