

## 1. PPG ENGAGEMENT

This session concentrated on young people and there were examples given on how PPGs can engage with this group. The main learning points were:

- engagement might best be led by a network of PPGs, rather than individual PPG
- Sixth Forms and FE colleges want contact
- Students who are considering careers in health and social care can strengthen CVs through PPG involvement
- note the importance of safeguarding issues ...if in doubt , seek advice

A link was also made to engagement with care home residents and black and minority ethnic communities, whose voice is also under represented in the patient engagement sphere.

## 2. INFLUENCING QUALITY IMPROVEMENT

This session was lead by CQC Inspectors and the simple message seemed to be that inspection will in future pay greater attention to patient engagement. Inspectors will expect to meet with PPG members whilst undertaking fieldwork, and the inspection findings will place increased weight on this element.

Other Issues:

### YELLOW CARD\*

This is the mechanism for reporting side effects of medicines to the Medicines and Healthcare products Regulatory Agency (HMRA). Most reporting is via Health professionals, but the MRHA want to encourage reporting from patients (including parents of children). The thinking behind this is that people take medicines and herbal remedies, which may not have been prescribed by a doctor or acquired without a prescription. So it's a valuable additional in=formation source. Reporting via the leaflet (which is free to post), by phone or by the yellow card website.

### LAB TESTS ONLINE\*\*

Labtests Online is a free non commercial resource designed to provide patients and carers with easy to understand information about clinical laboratory tests. Over 300 tests are listed and each entry indicates why the test is being done, the sample that is required, a description of the limitations of the test and the possible significance of the results. The aim obviously is to enhance patient understanding, encouraging people to become more active partners in their own healthcare. There is no attempt to offer personalised advice to patients, so it gives additional background information, and is not aimed at replacing consultation with a healthcare professional.

**[www.yellowcard.gov.uk](http://www.yellowcard.gov.uk)**

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**[labtestsonline.org.uk](http://labtestsonline.org.uk)**