

Patient Engagement

Ensure your service effectively meets patient demand through competent patient engagement

Module Duration: 20mins

Everything we do is to improve the working life and empower practice staff to help enhance the patient experience.

This module will provide you with a sound grasp of the concept of patient engagement with knowledge on a range of methods that can be easily implemented at practice level. You will be in a position to discuss with colleagues the advantages and disadvantages of a host of engagement methodologies. Additionally, you will be familiar with the process of establishing a patient participation group and the benefits to your practice.

A blended approach is utilised with each module containing relevant theory alongside interactive activities and opportunities for reflection.

An end of module assessment will evaluate your understanding of the content covered and individuals will receive a certificate of successful study, whilst a learning review document will allow individuals to recap the key elements covered at another time.

Patient Engagement Module Structure

- A Patient Engagement
 - A What is patient engagement
 - A Benefits of patient engagement
 - Defining your 'Patients' and 'Public'
- A Methods of Patient Engagement
 - A Gathering patient feedback and Key considerations
 - A Measuring improvement
- A Patient Participation Groups (PPG's)
 - A What are the benefits of PPG's for patients
 - A What are the benefits of PPG's for practice staff
 - A Fundamentals of founding a Patient Participation Group
 - A Why do Patient Participation Groups fail?
 - A Patient Participation Group Case Study
- A Module Review Assessment
- A Certificate of Completion (70% pass grade)
- A Module Learning Review Document

Benefits of Patient Engagement

- A Understanding of the significance of patient engagement to primary care
- A Knowledge of a wide range of engagement methodologies
- A Equipped to encourage better informed service planning

For information about our complete suite of professional development topics, or if you have any other questions, please visit the website:

www.ararna.co.uk/elearning

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