GP Practice Patient Participation Groups
Thames Valley & Milton Keynes Event
10th March 2015

SUMMARY REPORT

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1. AIMS OF THE EVENT

The Thames Valley & Milton Keynes Patient Experience Strategy Group\(^1\) invited Patient Participation Groups (PPGs) from across Thames Valley and Milton Keynes to meet, learn and share ideas.

We wanted to start the conversation with you to:
- Understand what matters to you (PPGs)
- Understand and map patient, carer and public involvement happening through PPGs across the region
- Let you know about the work we are doing and share current visions and goals
- Build relationships and develop ways we can work together

Included in the afternoon was an introduction from NHS Citizen; ‘a new participation project, trying to connect conversations on health and create better routes for patient and public opinion into NHS decision makers’, the aim of this was to discuss;
- how PPGs can use NHS Citizen to increase the reach of their work and hear more voices
- ways in which you would want to be involved as NHS Citizen develops over the next year

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\(^1\) The Patient Experience Strategy group is co-ordinated by NHS England (Area Team and Strategic Clinical Networks) and the Oxford Academic Health Science Network. We work together to support the development of person-centred care by ensuring that patients, carers and the public are active partners in their work. Together we cover Berkshire, Buckinghamshire, Oxfordshire and Milton Keynes.
2. PARTICIPANTS & EVENT EVALUATION

We are really pleased that over 70 people attended the first Thames Valley PPG event. The majority were members of PPGs; others included CCG members, staff from NHS England, the Oxford Academic Health Science Network (AHSN), and Research organisations.

EVALUATION RESULTS

What people valued greatly about the event was the Networking and hearing good examples from other PPGs, along with learning about the other NHS organisations such as the strategy group and the AHSN.

There were many practical examples and ideas of improvement shared, including:

- holding a Practice open day for patients to explain the role of PPG
- PPG involvement in the formation of a joint improvement plan with the practice, and in the implementation and monitoring
- developing a communication tool for those unable to use language. Using pictorial symbols such as a picture dictionary of health and body parts as a tool
- PPG to have a dedicated section of practice website
- ensuring that the practice met its contractual requirements to complete annual return with the PPG
- coming together as a network of PPGs (locality based) to work with the local CCG
- get involved in Health promotion events – use local schools, newsletters

Overwhelmingly people wanted more events like this, with plenty of ideas suggested for content, and some wanting up to 4 per year.

The feedback received for the NHS Citizen afternoon session has been shared with the facilitators.

3. FINDINGS

Mapping current involvement activity: who and how.

Who are you working with? How do you get information from patients across your locality? How do you know what is happening locally?

Often the PPGs were run by Practice Managers

Members tended to include patients from the practice who were not working full time, people who were older, and were not necessarily representative of the population. Some had links with their local Healthwatch and CCG.

There was a wide range of approaches taken to how the group worked with the Practice from full integration with the Practice team, where members were part of the decision-making on funding and involved in meetings with their CCG, through to virtual PPGs where very little involvement took place.
A summary of the discussions are captured in the images below:
Mapping current involvement work and future interests: What and when

What are you working on currently?

PPG activities ranged widely, but clear themes came out – unsurprisingly these are found in both what PPGs are currently doing as well as what they are planning to do.

Themes are given below, with some examples:

**PPG membership**

- Democratically representing the diversity of the patient population of the practice; young people (facebook ‘young group’ virtual), hard to reach groups, Polish people, condition specific, age
- Recruiting patients to PPG through sitting in clinics e.g. flu
- Raising awareness of PPG existence – in newsletter, leaflet

**PPG funding / structure**

**Annual Return**

**Health Promotion**

- Oxford city, community event to

**Information at The Surgery / Website**

**Communication and Involvement with our Communities**

- Set up Reading Mental Health carers group

**Patient Information / Being More Engaged In Own Health and Care**

- Use of symbols (i.e. MAKATON) in helping/engaging with non-English speaking
- Better information from GP to patient
- Equal access to electronic information

**Communication with NHS Bodies**

- Including local CCGs, the Oxford AHSN, through to NHS England

**Working together to influence Local Services, PPG level & beyond**

**Working with Healthwatch**

- 

**PPG future plans and ideas**

*Are there things that you would like to achieve in the longer term?*

**PPG membership**

**PPG funding / structure**

**Annual Return**

- Annual return to NHS England from GP Practice - ‘AHA’ moment
- Going to retract what ‘we’ the PPG signed off yesterday, was given to us in a rush (annual return)
Find out whether any patients have been invited to participate in the Practice Annual Return?

Health Promotion

Information at The Surgery / Website

Communication and Involvement With Our Communities

Patient Information / Being More Engaged In Own Health And Care
- Use of symbols (i.e. MAKATON) in helping/engaging with non-English speaking
- Better information from GP to patient
- Equal access to electronic information

Communication with NHS Bodies
- Including local CCGs, the Oxford AHSN, through to NHS England

Working together to influence Local Services, PPG level & beyond
- Contact all PPG leads in my area to say let’s meet, be pro-active
- AHSN – listen to ideas from PPGs on topics for projects
- More joint services between practices
- Training on opportunities influencing empowerment of PPGs – assertiveness training, confidence building, learn best practice

Working with Healthwatch

Exploring how we can work together

What challenges, solutions and opportunities do you see when considering your work going forward?

A selection of the challenges and solutions which were raised frequently are listed below.

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Solutions</th>
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</thead>
<tbody>
<tr>
<td>Health Promotion</td>
<td>• Open Days</td>
</tr>
<tr>
<td>• Letting local people know of</td>
<td>• Information sheet/email. Perhaps patients</td>
</tr>
<tr>
<td>services/PPG</td>
<td>aren’t aware of minor injuries nurse</td>
</tr>
<tr>
<td>• Informing patients to visit</td>
<td>• Choose Well:</td>
</tr>
<tr>
<td>minor injuries nurse rather than</td>
<td><a href="http://www.oxfordshireccg.nhs.uk/your-health/choose-well/">http://www.oxfordshireccg.nhs.uk/your-health/choose-well/</a></td>
</tr>
<tr>
<td>doctor</td>
<td>• <a href="http://www.healthwatchwestberkshire.co.uk/2014/04/choose-the-right-nhs-service/">http://www.healthwatchwestberkshire.co.uk/2014/04/choose-the-right-nhs-service/</a></td>
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<td>• <a href="http://www.chilternccg.nhs.uk/p0.html?a=0&amp;sc=newsitem&amp;paplename=news_detail&amp;id=730">http://www.chilternccg.nhs.uk/p0.html?a=0&amp;sc=newsitem&amp;paplename=news_detail&amp;id=730</a></td>
</tr>
<tr>
<td></td>
<td>• See what your local Healthwatch offers – training and support</td>
</tr>
<tr>
<td></td>
<td>• Using local university ‘Freshers Week’ to promote PPG and Health</td>
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<tr>
<td></td>
<td>promotion.</td>
</tr>
<tr>
<td>Relationship with Staff</td>
<td>• Next event hold with practice staff – work on challenges together.</td>
</tr>
<tr>
<td>• GPs do not want to know about the</td>
<td></td>
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</table>
| PPG – too busy | • Accessing relevant people when they are only contracted to 2-6 days per week  
| • Relationship between patients and NHS staff is changing but not everyone is ready for this | • Set agendas together |

| Access to information and empowerment | • CQC inspection use it as a challenge and opportunity  
| • Empowering PPG members with information and support to be truly involved with the NHS. Patient Experience Strategy Group has started sharing some best practice examples  
| • PPGs share the fantastic work that is happening with each other  
| • Chiltern CCG is running a PPG development session and facilitating a PPG network  
| • Slough CCG have done a project around PPG development. |

| Recruitment and promotion | • Future event/workshops with a focus on recruiting new members to a PPG  
| • Host a “recruitment evening/open day”  
| • PPG members promote the patient group on flu jab days  
| • Evidence what the PPG has achieved, celebrate the good work!  
| • Promote at local shops  
| • Offer to do Friends & Family forms with patients in waiting rooms as a way of engaging with more patients  
| • Using inventive ways of enticing new recruits to a meeting  
| • PPGs working together to publicise themselves  
| • Local channels of communications: local media, schools, use Healthwatch  
| • Promotion through local charities |

| Practicalities | • See Bracknell & Ascot example of Patients Assembly  
| • Terms of Reference for locality group – share with each other  
| • Visit another practice – how do they meet these challenges? Is there a way you could work together in localities?  
| • Being a critical friend to each other – peer reviews of PPGs?  
| • NAPP have some useful templates / ‘How to’ guides |

| Recruitment and promotion | • Difficulty recruiting people to PPGs  
| • Reaching out to the demographic – diverse communities  
| • Expenses should be paid to demonstrate true value of patient engagement  
| • Continuity of PPG members |

| Practicalities | • Finding the time to interact – importance of face to face communication  
| • Purpose and structure of the PPG still needs to be established and agreed  
| • How to agree to frequency of meetings  
| • Meetings are managed by the CCG or Practice Manager, not the patients  
| • Extending our virtual PPG to a face to face meeting means I (chair) will have
a greater workload and I don’t have the spare time

- If the PPG is a large group, where could we meet and who would pay for it?

<table>
<thead>
<tr>
<th>Contract and Funding</th>
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<td>- PPG unaware of payment associated with having an active group</td>
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| NHS England to circulate contract information |
| PPGs more involved in how the money is spent to support PPGs. Knowing exact budget would help |

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<thead>
<tr>
<th>Links to CCG and NHS England</th>
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<tbody>
<tr>
<td>- Feedback from patient forums should be timely – not CCG tick-box exercise. Involve patient groups from the start!</td>
</tr>
<tr>
<td>- CCG focussing on specific pathways – this does not reflect</td>
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| Build on the relationship – the PPG is an asset. |
| Involving lay people in any tender processes |

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4. WHAT YOU SAID ABOUT THE EVENT

Some of the feedback from the evaluation sheets:

“Opportunity to network with other PPGs – positive experience”

“Concerned about how the new GP contract requirements about PPGs will be defined in detail and practice e-declarations will be objectively checked and ratified by PPG members and how it will be used to develop PPGs”

“not enough time to check out notes from the workshops. Need more time for this”

“How will CCGs use co-commissioning to further this agenda recognising need for locally developed solutions”

“Enabling me to learn so much from others and to share – excellent and valuable”

“Bringing us together. It’s a beginning. Please ask GPs next time”

5. NEXT STEPS

A learn and share event will be held in the Autumn of 2015

30 completed evaluation forms; (not everyone answered every question and some gave more than one answer to a single question)

- 12 wanted all day
- 2 any
- 7 weekend, 7 evenings

How often? 15 said twice a year; 4 said four times a year; 6 said three times a year
Carol Munt opens the event

Dr Sian Rees introduces the Patient Experience Strategy Group

Group work - table 3

Group discussion

Networking during break

Reviewing challenges and solutions

Networking during break

Mark Stone closes the event