

Notes from the PPG Workshop organised by West Suffolk Community Engagement Group – September 2017 (DRAFT)

Introduction

A second PPG Workshop took place on 13th September at Moreton Hall Community Centre, Bury St Edmunds as part of an action plan to set up a West Suffolk PPG Network. The open space format gave participants the opportunity to connect with other PPG members, share good practice and ideas, talk about how a PPG Network should look and discuss the issues that are important to them.

Below are notes taken at both the individual group sessions and the final open discussion.

INDIVIDUAL GROUP SESSIONS

Remit of Patient Participation Group

- Three stages of a PPG:
 - Start up
 - Normal/ongoing
 - Mature
- Highlight any issues in the practice
- Them and us - agree how to work together
- Don't do the GPs work
- Whilst it was highlighted that there were some areas where it was not appropriate for PPGs to get involved, as these areas were the responsibility of the practice, it was felt PPGs must not be put off registering concern about these issues.
 - E.g. Concern was raised by a GP at one practice that the community pharmacies were slow at informing the practice about any of their patients that had received a flu vaccine at a community pharmacy (Boots etc). Initially the PPG tried to get involved but were told this was not a PPG issue. However, there was no reason why the PPG should not question what the practice was doing about the issue.

PPG Recruitment/Effectiveness

- Look at a more systematic way of gaining PPG members
- Improve communications about the PPG and upcoming meetings. (Often low attendance/reliance on just a notice going up in the surgery).
- Fill the need for people who can add value to the practice
- Set a selection criteria by creating a standard form asking for 300 words on why you would like to become a member
- Partner members with local parish councils and encourage them to attend parish meetings
- Create PPG Terms of Reference (ToR). [Click here](#) to see an example from by Phil Worsley, Secretary at Hardwicke House Group PPG
- Elect a PPG Chair and Vice Chair

- Become a member of the [National Association for Patient Participation \(N.A.P.P.\)](#). They provide useful information and support through their website and regular newsletter. The fee is £60 for the first year, £40 annual membership thereafter.
 - [Building Better Participation](#) is a free resource developed by N.A.P.P. with support from NHS England. It provides a guide to help PPGs and their GP practices work well.
- Minute PPG meetings and issue promptly after a meeting – say within 2 weeks, so all participants are reminded of the issues discussed and actions agreed.
 - Include an action log to trace the progress of actions, highlighting issues that are not being resolved. [Click here](#) to see an example from by Phil Worsley, Secretary at Hardwicke House Group PPG
- PPGs are not conduits for complaints.
- Have comment boxes in the surgery
- Have a virtual side to the PPG to attract younger members and those unable to attend meetings due to other commitments
- Utilise clinic days such as Flu Jab days to recruit new members
- Attend community events to promote PPGs
- Agree an optimum number of face to face PPG members (suggestion:12)
- Look at supporting patients in a variety of ways e.g. Woolpit PPG asked practice to stock/supply hearing aid batteries so they did not need to travel to West Suffolk Hospital for them
- CEG could create and circulate a programme of PPG initiatives:
 - Stoptober
 - Flu Jab sessions
- If CEG members align themselves with practices, they could encourage more involvement by practice managers and practice staff by promoting the benefits/value of a PPG to them.

How to get younger people involved and engaged

- Use [MJog](#) to get the message out and encourage uptake
 - MJog is a fully automated text and email messaging service designed to reduce no shows and uptake of clinics such as 'flu vaccinations by allowing a fast and easy stream of communication between the practice and its patients.
 - Additional MJog products include the Friends and Family Test 'app' which ensures patients can respond immediately before leaving the practice.
- Send emails
- Signpost patients to the appropriate services e.g. [OneLifeSuffolk](#), pharmacists.
- Use social media
- Contact schools, sixth form students and universities
 - set up workshops
- It may be difficult to get younger people to attend PPG meetings, however it is important to obtain their feedback
 - MJog virtual groups
- Have more ways to communicate
 - Resulting in more engagement and patient education
- Keep questionnaires short to encourage more people to respond

Fundraising

- Some PPGs currently raise funds for charity but what about raising money for your practice to purchase items/equipment that will benefit patients such as BP machines.
 - Do any surgeries do this?
 - How would patients feel about raising money to put back into the practice as they are not a charity?

Why is first response to telephone calls at GP practices not consistent?

- It was suggested that life threatening advice should be the first thing mentioned on GP surgery telephone answering services
- As each surgery is a separate organisation they can set their own messages and cannot suggest using 111 during surgery business hours
- It was suggested that the way to change this is at a local level and to contact your own practice via the PPG or with the practice manager

Care Navigation – what is it and how can PPGs support their practice to make patients aware of it

- From January this year West Suffolk CCG is offering all practices the opportunity to train their staff in Care Navigation. Following trials elsewhere in the country NHS England decided to roll this training out nationally and have provided each CCG with the funding so that it can be offered to all practices. The main aim of this training is to release capacity of clinical staff to help combat the potential workforce crisis of our GPs and Nurses – over 30% of our GPs and Nurses will be over 55 within the next 5 years.
- Care Navigation involves the reception team asking patients a few questions about why they are calling in order to direct patients to the right care or support first time. This not only means less wasted clinical time, it also means less wasted patient time. It may be that instead of seeing a GP or a Nurse, it might be more appropriate for patients to see a physiotherapist, pharmacist or the Health and Wellbeing provider, [OneLife Suffolk](#), or any number of other community services who may offer the support they need. All receptionists will be trained to keep information confidential and to provide a safe service.
- PPG members can help raise awareness of Care Navigation training in Suffolk with local residents, friends and family so that everyone is prepared for receptionists to ask a few more questions than before, and to be aware that there are more services available that may support their needs, other than just seeing the GP or Nurse.

If you would like to have more information about Care Navigation or would like someone from the CCG to attend your next PPG meeting to talk about it and answer any questions, please email: primarycare@westsuffolkccg.nhs.uk

How can PPGs support practices with the uptake of information sharing with patients?

Feedback from PPG members is that they are happy to help practices in reaching out to patients on this topic.

- Suggest the following to the practice:
 - Include "[Who can see my health record](#)" form in pack for new patients registering at your practice
 - Pile of forms on reception for handing to patients
 - Displays in waiting room – some PPGs have already assisted practices with a stand and speaking to patients in waiting rooms
 - Flu clinics – PPG members help to hand out forms
 - Learning Disability health checks (an easy-read form is available)
 - Chronic Disease annual check – in fact any review.
 - Load the '[Happy to Share](#)' video onto waiting room screens available from the CCG website.
 - Use Dispensary / Pharmacies – hand out forms with prescriptions
 - Patients with more questions – direct to the website listed on the form
 - Bulgarian, Portugese and Romanian versions of the form have been produced and are available on request.

Find out more about: [Who can see my health record?](#)

Reducing and managing missed appointments - Do Not Attends (DNAs)

- Suggestions made to reduce DNAs were:
 - Charging patients who do not attend their appointment. The group felt that this was probably not possible
 - Increase booking on the day appointments as these result in less missed appointments
 - Sending text message reminders
 - Call the people who did not turn up to find out why and caution them if appropriate
 - Patient education – PPGs could help with this by spending time in reception to speak to patients about DNAs and other hot topics
 - Cost of the DNA? Cause negating on how much GPs get paid

View suggestions made by WSCCG [Reducing and Managing DNAs](#)

Suffolk GP+

- The person raising the GP+ issue was motivated by the loss of some hours at the Bury St Edmunds location due to under usage.
- The first group discussion was with roughly 50% practice staff/NHS professionals and 50% PPG members. They were all very clear on what GP+ is and what it does and the referral system i.e. an evening and Saturday GP service hosted in Swan Surgery (currently) to which patients can be referred by their home practice in instances if a suitable appointment is not available.

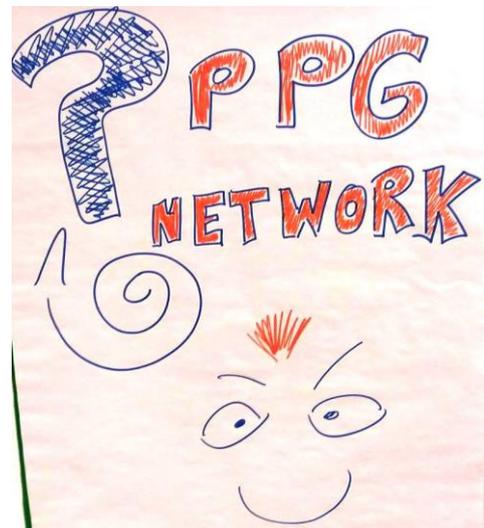
- The second group were unaware of it at all.
- General patient awareness of the service may not be so important as long as they are offered it at point of contact with the practice. However, one person said that they had to ask for a GP Plus appointment because it had not been offered.
- All agreed that better knowledge of the service would be beneficial and it was noted that the early promotional material had run out and requests to GP Fed for new had not brought more.

Visit the [GP Federation website](#) for more information about GP+

OPEN DISCUSSION (EVERYONE)

What do we want the PPG Network to look like?

- Practice managers as PPG champions of the PPG Network
- Involvement of all practices
- Set up a good communication structure to share:
 - good practice
 - useful templates e.g. newsletters, Terms of Reference (ToR)
 - examples of good newsletters, communication material, ToRs)
 - examples of how successful PPGs have been formed
 - case studies of what has worked



- Support PPGs to educate patients about current big themes e.g. winter pressures, care navigation programme (materials/briefings/presentations)
- Investigate the possibility of an online forum for PPGs to communicate with each other
- Suggestion for March 2018 PPG workshop format: presentations/groups sessions by mature PPGs on their successes and what has worked well for them. Maybe in a [World Café](#) format that puts conversation to work through dialogue and engagement at tables around the room
- Agreed timeline for feedback on issues raised by PPGs through the network

Other issues raised

- How can PPG members provide useful feedback to the surgery with regard to acting on behalf of local patients
- Suggestion: Is it worth putting the cost of medication (to the NHS) on the box?
- Re: EU Health card - what will happen about access and payment of healthcare for UK citizens travelling in Europe after Brexit?
- Are there differences in health problems by geographical area? Should health plans be more geographically focused?
- Is it possible to link geographical PPGs irrelevant of which CCG they belong to

Final thoughts/comments of the day

Participants' response to the question "What did you find useful/interesting today"

- Being able to pass on the information learned here to patients
- Getting feedback to the questions asked – either here today or via an agreed timeline
- Using the PPG network to receive current health campaign messages to pass on
- Good for PPGs to come and find out about a range of issues affecting us all
- Can we give PPGs a task to come back with at the next PPG Workshop?
- Good networking – interested that CCG staff has offered to talk at PPG meetings about issues such as care navigation and sharing care records
- Nice to share information
- Can information leaflets be produced on the records sharing for PPG members to hand out to patients? ([See more information on the WSCCG website](#))
- It is important to include young people – both within the PPG and as patients
- It is a great opportunity to see another side to issues