

Citywide PPG Event Survey Summary

Project Brief

The NHS Clinical Commissioning Groups (CCGs) in Leeds are currently working on a project called 'One Voice'. The work involved in this project is aiming to bring the teams across the three NHS CCGs (West, South & East and North) together in order to create more joined up working, reduce duplication and work more effectively together.

This means that all current projects and work streams that take place across the city, but perhaps on a more local basis (i.e. within the three CCG areas), may need to be realigned to 'citywide' working. The teams involved on various projects will be working on a citywide basis, rather than just with the original area they may have been employed with.

One of the areas that maybe affected in some ways are that of the patient participation groups (PPGs). PPGs throughout the city work slightly differently based on the input they have had from their individual primary care and communications and engagement teams from their local CCGs. As these teams come together there will be a need to bring the support mechanisms and some of the ways of working into a citywide approach, as opposed to the more localised way of working.

We have learned from various peer support sessions and patient champion training sessions that run throughout the city that there are various inconsistencies in the ways in which PPGs work, run and support their practice. Some are very positive and active in their work and have good working relationships with their practices and the staff, others have been reported to feel tokenistic or are not as productive as they could be.

We think that it is important to celebrate the positive work that PPGs are doing and the impact they have, as well as looking at ways in which we, as both CCGs and PPGs, can work together to help support all the PPGs across the city. This will ensure there are some levels of consistency, whilst ensuring that PPGs can work in the way best suited to each individual practice. With this in mind we are looking to conduct a citywide PPG event to help look at these areas of discussion.

It is important that this event be as co-produced as possible with the help of patient champions, PPG members and members of staff. To that end we will be hosting working groups to work on putting together this event to ensure it looks at the important issues and that we are considering all aspects to ensure the event is a success.

The first focus group will be taking place on **Friday 14th July 2017** between 10am – 12pm at NHS Leeds West CCG (Wira House, LS16 6EB).

To help inform this first meeting about the event, a survey was sent out to network members with an interest in PPGs, primary care teams across the city and all GP practice managers (who forwarded this to PPG members). The results of the survey are below and we had a total of **51** responses in total. These results are to be forwarded to those who have volunteered to be a part of the working group, as well as primary care teams, practice managers and other relevant professionals to keep them informed about the process of putting together this event, whilst also raising awareness of it.



51 people responded to the online survey. The survey was sent out by Adam Stewart – Engagement Officer for NHS Leeds CCGs Partnership.

Q1.

Would you be interested in a citywide PPG event that is open to all PPGs throughout the city. The event is about celebrating the successes across the city and exploring how we can support each other to improve our PPGs?



Additional comments:

- Keep costs to a minimum.
- Would this be backed up by a citywide strategy development?
- Discussing and supporting PPG members on NHS work.
- I am a Neighbourhood Leader Group (NLG) member with the CCG (South & East) and also the wider practice PPG within the locality hubs.
- Much needed. Collaboration means a sharing of best practice, or managing to highlight areas of required up skilling/safety.
- Attended something similar a while ago at Elland Road. Didn't really see the purpose of the meeting?
- PPGs too variable for a common approach.

Q2. What would help you to improve your PPG, what topics should we be discussing at a citywide event?

- Each surgery needs a good PPG. Concentrate on those to get them going.
- Getting working adults involved, how to engage with hard to reach males.
- A more structured approach to the meetings with agenda and minutes circulated with medical staff attending. Focus & agreement on main issues for the practice and what needs to be done.
- Should the old Leeds NHS system of interviewing volunteers be brought back, so that the NHS can be sure of objective non-partisan skilled volunteers?
- More input from practice/doctors.
- Collaboration on events/improvements.
- No shows (patients who do not keep appointments).
- Accessibility to services for those with physical/sensory impairments or socially isolated.
- How do we create interest for patients to join a PPG; have a standard length of meeting with a relative agenda and what does the practice want from the patient and getting all the partners attending so that any decisions made can be agreed at the time with time scales agreed if necessary.
- Improve communication, voice concerns, patient information is clearly understandable, provide practical support, health activities, transport for disabled and frail elderly patients.
- We need more open explanation and discussion re the plans for the future and the effect on local and city health provision.

- Faster hospital appointment times current waiting times are intolerable (LTHT now runs a PPG group).
- How to improve access to doctors to reduce pressure on hospitals.
- IT systems helping to improve the GP service throughout city, reaching out to all age groups, particularly the elderly.
- The Leeds plan & how it affects primary care services.
- Actions of the CCG.
- As we have a considerable number of patients of other nationalities or ethnic origin, it would be helpful to discuss ways of encouraging them to become involved in PPGs.
- The relationship with the CGG and how PPGs may influence it.
- Better promotion of how to join a group and get involved; encourage support for practices outside the actual surgery for example, like local pharmacies and shops for those who have a view but don't always visit the practice.
- Learn more about how the CCG works.
- Is there any money available for the PPGs?
- Fund raising for the PPGs.
- What additional services is it reasonable to expect a GP practice to implement?
- Topics: Inequalities in Health; Public Health; Mental Health; Child Health; Adult Health; Preventative Medicine; Nutrition.
- Practice PPG should aim to improve quality of service and patient experience.
- Developments of services, changes of provider, CCG board decisions.
- Patient safety, the national NHS strategy/thinking, recruitment to PPGs.
- Raising awareness/involvement among patients, particularly young people.
- Sharing good practices, ideas for the roles and remit of PPGs.
- Information/discussions regarding centralised services which effect all practices.
- Appointments with allocated GP.
- Booking appointments online when overseas
- Organising and running meetings - best practice.
- Sharing ideas from other PPGs, an understanding of how the practices operate their contracts etc.
- Co-operation and easier channels for speedy dissemination of info and ideas.
- An effective recruitment policy
- What is the aim of such a group - how effective the effort will be?
- Social care time bomb.
- How to get other patients interested in joining the PPG.
- Issues affecting all practices, e.g. waiting times for appointments, recruitment of staff.
- Issues where it might be possible to co-operate across practices. New ways of working, e.g., use of Skype / Facetime for phone appointments.
- Sharing positive experiences and learning across practices.

Q4

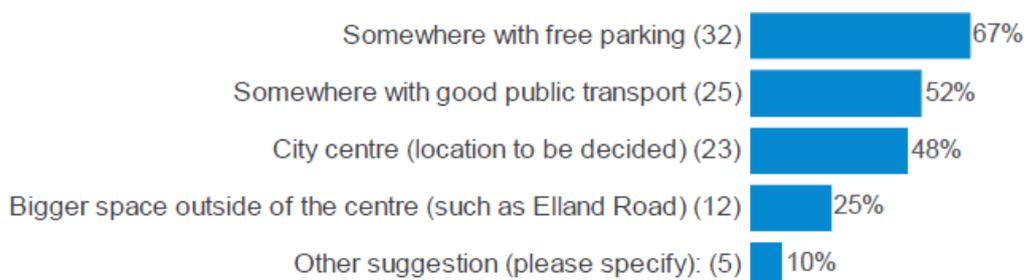
How long should the event be?



- Drop in.
- Not all day keep costs down, two hours of focused discussion should do, no lunch - ask participants to do some prep before they come - issue 1/2 pages of suggested topics guidance about what to explore.
- Leave 30 minutes at end for delegates to raise anything related to NHS provision.
- This is such an important event that enough time needs to be given to get a proper agreement and a program set out for going forward.
- Forget lunch. Either morning or afternoon event.
- It could be advertised as a "drop-in" event, with a timed well publicised agenda, to encourage as many as possible to attend.
- Evening. What about people at work in the daytime?
- You might consider an evening event for people who work? Or a weekend.
- What and which kind of people are you hoping to attract?
- Max 3 hours.
- It needs time to enable sharing of ideas and reflection and areas that need revisiting.
- Timing is all important not everyone can attend during the day; work commitments and prob can't just take a day off, weekends maybe good.
- Do people need a free lunch to lure them in?
- How many people have the ability to give up a whole day to this? I would think two or three hours should cover most concerns.
- Morning, no lunch.
- if morning or afternoon, don't need lunch.

Q5.

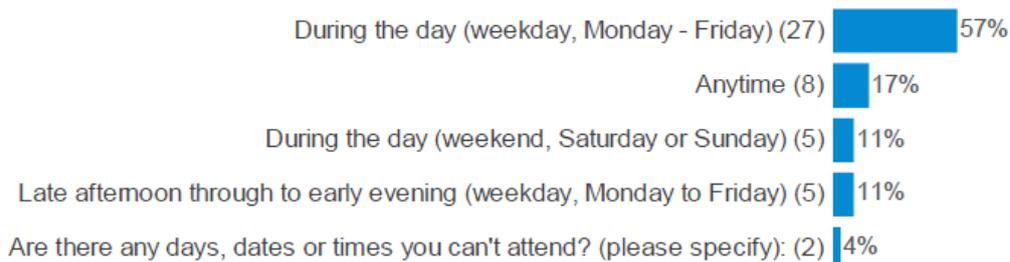
Where should this citywide event be held? (Think about best places for access for as many as possible), select all that apply:



- Not SHINE, the rooms they offer are awful.
- Maximise ease of access for those not able to drive.
- Headingley cricket ground, they have good facilities or Elland Road.
- Outer area would allow for disability issues and has good local transport services.
- Provide a live web link so people can participate or at least watch if unable to attend.
- Thorpe Park Hotel, usually where other GP meeting are.
- I'm easy on venue, but I'm sure other members will have a different view. The city centre should enable the use of public transport removing parking problems. What about SHINE ?
- Quarry House.
- Bridge Community Church Conference Centre is a spacious venue with free onsite parking near city centre with excellent flexible conferencing facilities.
- North East Leeds with free parking.

Q6.

When during the week would be best for you?



- Unsure - depends on medical appointments and family visits as yet unplanned, but not Mondays.
- Mondays or Fridays.
- Tuesday, Thursday, Saturday afternoons (Dialysis).
- Tuesdays and Fridays till mid-August, after that any day, subject to any unknown doctor appointments.
- Elland Road would not be viable during football season, so weekdays would be better.
- Recently retired so travelling intermittently throughout the year.
- Avoid Wednesday (Weekly Rotary Club Meeting). On holiday 3rd to 14th Sept. 2017.
- Thursdays.
- After 4.00 on a week day.
- Diary too variable from week to week.
- Self-employed and work different days each week, so depends on date chosen.
- Tuesdays, Sunday mornings.

Q7. Do you have any additional comments?

- I do not know which PPG group I belong to or who else is a member of the same group. It would be useful to know.
- Not sure of definition of city wide-is this just Leeds central city area or the wider Leeds authority boundary?
- Hopefully the meeting will have the potential to attract a significant number so will need a strong chairperson to manage time/agenda & agreed actions.
- WE need to show we are doing things at least cost when NHS is short of cash so no lunch just serve water and bring your own grub - it's not much to ask.
- Would suggest a mix of presentations on practical experience so far plus (depending on numbers) planning a citywide strategy group.
- Try to get a good mix of staff from all levels and types.
- I do think discussion is a very good idea, but considering the vast amount of voluntary groups currently; it is essential that the meetings are informative and encourage participation; otherwise we will not get the extra new attendees and input that will help such a new group be effective.
- It needs to be a participation session not a talking shop.
- Discuss barriers to usage of IT systems/positive systems market to PPGs.
- We should look at a wide range of topic for future meetings.
- We did have the beginnings of a 'super PPG' which met twice before the CCG PPI lead left and was not replaced. Those of us who were members of this group really felt that there was potential for sharing good practice and problem solving. It was replace by a 'virtual' group using software called "Slack" which was crude, non-

intuitive and does not seem to have had much take up. I am no longer part of the group. I feel that face to face exchanges in this field are much more relevant.

- I can't see the point in a citywide group.
- The event requires clearly defined objectives so as to achieve positive outcomes
- There is a need to set down PPG guidelines for practice citywide and establish formal two-way links with the PAG and CCGs.
- I hope there will be enough leadership to enable a positive sharing of thoughts without world domination!
- Really great idea to share best practice and see what is on the horizon.
- I work full time Mon-Fri so may not be able to make weekdays especially if these are close to my own surgery's PPG.
- I really can't see how this sort of meeting would make any difference to how the PPG of which I am a member operates, so not sure what value it would be to me or if it would be a useful in terms of my time. Probably not a good use of public money.
- Must have time for networking and blue sky thought process.
- Not sure about such a meeting - who does it help and how and how much does it contribute to good care of people in the community?

