

# 1<sup>st</sup> Annual Leeds Citywide Patient Participation Group Event

## Event evaluation report



Friday 20<sup>th</sup> October 2017, 9:30am – 3:30pm

# Executive summary

There are currently **104** GP surgeries throughout the city of Leeds. From April 2016, it has been a contractual requirement for each practice to have a Patient Participation Group (PPG), a group of volunteer patients that work collaboratively with the practice and its staff to improve the experience of the wider patient population of that practice. Most practices in Leeds now have a PPG but they vary in quality.

Patient feedback suggests that a citywide PPG network could help improve PPGs across the city. A group of interested patients formed a project group which met regularly through the summer of 2017 to develop a citywide PPG event.

The 1<sup>st</sup> Annual Leeds Citywide PPG Event took place on **Friday 20<sup>th</sup> October 2017** at the Leeds United Football Club, Elland Road. **148** people attended the event including; patients, members of the public, GP practice staff, NHS professionals and third sector organisations. The event focused on:

- The role of primary care
- The role of the PPG
- Best practice
- Developing a citywide network

THERE'S A  
**DISPARITY** BETWEEN  
PPGs IN THE CITY.



The sessions outlined the role of primary care and the PPG, highlighted resources for PPGs and give people an opportunity to share best practice. There was time allocated for a Q&A panel as well as time for networking and visiting over 20 different stalls from various organisations. A wide range of tools and resources to support PPGs were shared with attendees, including the 'PPG Toolkit', a compilation of various useful resources to help PPGs.

The event was well received, with **100%** of the people completing the evaluation recommending the event to others. There was also a strong commitment to developing a citywide network for CCGs.

The link to the PowerPoint presentation for the session can be found in **Appendix A**.



# 1. Background

Leeds is an area of great contrasts, including a densely populated, inner city area with associated challenges of poverty and deprivation, as well as a more affluent city centre, suburban and rural areas with villages and market towns.

The most recent census (2011) indicates that Leeds has a population of **751,500** people living in 320,600 households, representing a 5% growth since the previous census of 2001. Leeds has a relatively young and dynamic population and is an increasingly diverse city with over **140** ethnic groups including Black, Asian and other ethnic-minority populations representing almost 19% of the total population compared to 11% in 2001. There are currently **104** GP practices in Leeds.

Involving patients and the public in developing and evaluating health services is integral to everything we do if we are to have excellent services that meet local people's needs. As a commissioner of healthcare services our responsibility is to ensure that our local communities have the opportunity to be fully engaged in the decisions we make.



**Patient participation groups** (PPGs) at our GP practices are an important part of the way we engage with local people. A PPG is a group of patients that meets regularly with GP practice staff to help the practice improve the experience of patients. From April 2015, it has been a contractual requirement for all practices to form a patient participation group (PPG). The NHS Leeds **Clinical Commissioning Group (CCG)** Partnership is responsible for managing the GP contract and therefore overseeing the development of PPGs.

CCG stands for '**Clinical Commissioning Group**'. CCGs plan and pay for health services. There are currently three CCGs in Leeds, however there has been a proposal to NHS England to move towards one CCG. They are currently working under the **NHS Leeds CCG Partnership**. There are currently **104** GP practices across Leeds.

103 of the 104 practices in Leeds report having PPG but many patients tell us that their PPG is not effective in championing the voice of the wider public. There is a lot of good practice nationally but little in the way of mandated standards for PPGs.

The NHS is under unprecedented pressure due to a growing population, budget restrictions and rising patient expectations. As a CCG we want to promote patient involvement and support practices to see the value in engaging patients in the decision-making process. Over the last few years we have offered support to practices and attended many of the PPGs in the city. We have also co-produced a range of tools and training to support practice

staff and PPG members. You can access these tools here:

<https://www.leedswestccg.nhs.uk/get-involved/how/patient-participation-group/>

As the CCGs work more closely together we want to provide an opportunity for PPG members and staff to come together and share best practice. This event aims to raise the profile of PPGs, identify barriers and opportunities and explore ways to make all PPGs in Leeds effective and meaningful.



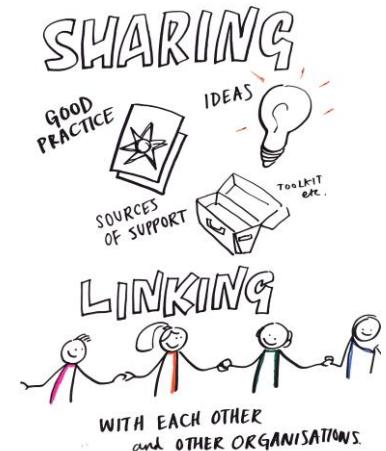
## 2. Developing the Day

We floated the idea of holding a PPG event with **180** members of our CCG community network. People were sent a survey to complete to indicate what they thought the event should focus on. They were also asked if they were interested in being involved in the planning work group for the event. The response to the initial email was positive. **51** people completed the survey to indicate their support for the event and what topics it should cover.

**Nine** network members expressed an interest in coproducing the event and this group met on a regular basis to plan activities.

The group of patients and staff met **eight** times to pull together all aspects of the event, including:

- Setting the aims and objectives for the event;
- Pulling together the agenda;
- Selecting and visiting a suitable venue;
- Designating speakers;
- Ensuring the event was accessible
- Developing the group work and the order of the day;
- Getting involved and speaking at the event.



You can view all the minutes and notes from these meetings here:

<https://www.leedswestccg.nhs.uk/get-involved/we-need-your-views/patient-participation-groups-ppgs-1st-annual-leeds-citywide-ppg-event-2017/>

The group developed as **aim** for the event:

*'To bring people together to openly discuss PPGs; how they are doing, what support is out there and where we are going in the future.'*

The **objectives** of the event were:

- To better understand the current status and plans for health and social care in Leeds
- To better understand the current status of PPGs in Leeds
- To understand what is expected of a PPG and its members
- To better understand some of the barriers, and solutions, to making PPGs works
- To share and learn of good PPG practice across the city
- To understand different ways to get involved as part of a PPG
- To discuss the formation of 'The Leeds PPG Network'

The working group will continue to meet to review the event and evaluate how to respond to the issues raised on the day.

The entire event was co-produced with the members of the working group and could not have been done without their help. Many thanks are given to all those involved.

Additional thanks to Tom Bailey of Arts and Minds

([info@artsandmindsnetwork.org.uk](mailto:info@artsandmindsnetwork.org.uk)) for providing the artwork during the day.

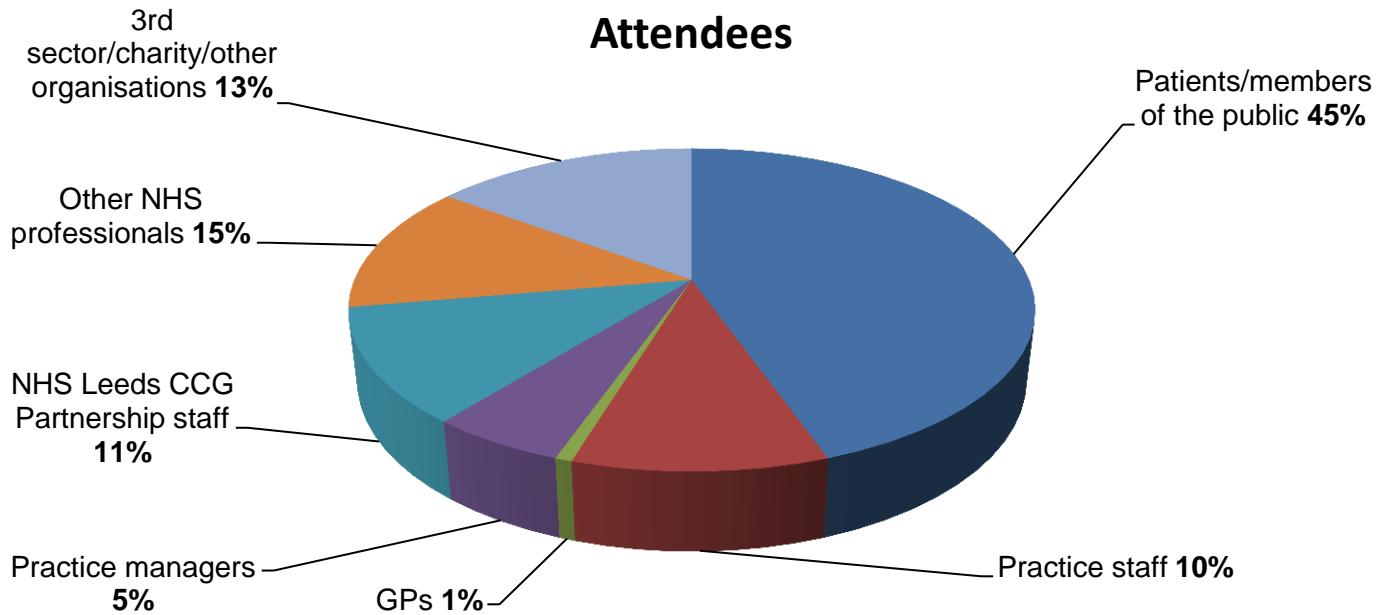


Special thanks to Anna Walters for all her admin support behind scene in pulling together a PPG audit, contacting and liaising with attendees and assisting on the day of the event.



### 3. Who attended?

The event was fully booked with **176** people registered to attend. There was also a waiting list of **16** people. The event was attended by approximately **148** people (some people evaded our sign in procedure!). **38** different GP practices in Leeds were represented (three practices from outside Leeds also attended). **55** people completed the evaluation.



As can be seen in the chart above, there was attendance from following people:

- **45% (66)** of attendees were patients/members of the public.
- **10% (15)** of attendees were GP practice staff.
- **1% (1)** of the attendees were a GP.
- **5% (8)** of attendees were practice managers.
- **11% (17)** of attendees were NHS Leeds CCG Partnership staff.
- **15% (22)** of attendees were other NHS professionals.
- **13% (19)** of attendees were from another organisation, such as a third sector or charity organisation.
- **34% (50) of all the attendees were PPG members.**



## 4. What did people tell us?

Throughout the day there were opportunities for attendees to get involved and provide their feedback on various subjects relating to PPGs. The majority of these methods were through several group work discussions as well as the opportunity to chat with fellow peers and stall holders throughout the lunch break.

### a. What is a PPG to you?

At the beginning of the day, attendees were asked to consider the above question and make a note on flipchart paper of their thoughts. Some key points noted were that PPGs are:

- Giving the patient a voice
- Improving the lives of patients
- About collaborative working
- Educating patients
- Acknowledging complaints, concerns and feedback
- A group of representatives for the practice
- A means to share good practice
- A way to try new ideas
- Working alongside the NHS
- A way to share information
- Helping to improve services
- Helping patients to feel valued
- Improving access to the local community
- Helping the practice be supported and accountable
- A means to be inclusive
- A good way to network

### b. Breaking Down Barriers – Part One

Before lunch, attendees were asked to think about barriers to effective and meaningful PPGs. Post it notes were added to boards around the room and themed for discussion in the second session, the themes were:

- **Communication/Awareness** – the right information being made available, advertising the PPG and its work, communication between the PPG and the practice, being kept in the loop/up to date.
- **Accessibility** – is the PPG available to anyone who might be interested? Will there be accessible information? Making it clear for people to understand.
- **Representation** – making sure the practice is representative of the patient population, getting different demographics involved.
- **Apathy/Meaningful** – concerns regarding ‘tokenism’, staff not seeing the value in it, people getting fed up, not feeling valued.
- **Function** – purpose, future goals, aims and objectives, knowing what the remit of the group is.
- **Time** – free time to get people to the meeting, times of meetings, availability of staff, time to commit to the work.



## c. Breaking Down Barriers – Part Two

Following on from the morning session participants were asked to explore solutions to the barriers.

### Communication/Awareness

- Text patients to ask them to get involved
- Advertise the PPG on the TV screens
- Information poster about the PPG
- PPG newsletter
- Post out to people, not everyone uses the internet
- Funding from the CCG for marketing
- Questionnaire and survey at reception about PPG
- Give the PPG or PPG members a practice email
- Develop action plans
- Promote a “You said, we did” noticeboard
- Keep practice website up-to-date
- Allocate a PPG noticeboard
- Include photos of PPG members on website
- PPG information in email signature
- More staff involvement in PPG activities

### Accessibility

- PPG members to attend diversity training
- Vary times/venue of the meetings
- Arrange for transport to be available
- Language support (deaf/blind interpreter)
- Easy to use website
- Virtual mechanisms to feed into the group
- Volunteer advocates to promote group
- Buddy system for newer members
- Disabled access
- Cover out of pocket expenses
- Skype/online “live” meetings
- Creative promotion of the group
- Alternative formats

### Representation

- PPG members to attend staff meetings
- Involve young people (Uni's/colleges)
- PPG members should represent wider public
- Promote virtual membership
- Use social media
- Visit local groups in the community
- Get PPG members recruiting new members
- PPG to engage with seldom heard groups
- PPG members to understand demographics
- Aim for a good mix of people
- Hold meeting in different places
- Link in with the voluntary sector
- Link in with care homes

### Apathy/meaningful

- Make sure the PPG has a terms of reference
- Remind GPs of their contractual commitments
- Respect patients and staff equally, be open and honest with each other
- Promote “You Said, We Did”
- Concentrate on a small number of actions, don't try to do too much

### Function

- Ensure to set a clear agenda
- Produce an annual PPG report on activity
- Link to existing local voluntary groups
- Primary care update from CCG
- Agenda item for ‘complaints’
- PPG needs to be structured
- Create an annual work plan
- Identify gaps in service
- Be inclusive, let everyone contribute
- Ensure feedback from non-members

### Time

- Vary days and times of meetings
- Ensure the meetings are long enough
- Use conference calling
- Create a virtual PPG
- Be flexible
- Attend meetings as appropriate



## d. PPGs in Practice – Supporting Local NHS Campaigns

This group work session aimed to help people understand different ways that PPGs can support local NHS campaigns. Material was provided for several campaigns to give examples of things that have run in the past and tables were asked to think about:

- **How can PPGs help in NHS health campaigns?**
- **How can the CCG help PPGs?**

The suggestions made by the attendees can be seen in the table below:

How can PPGs help support our campaigns?	How can the CCG help PPGs?
<ul style="list-style-type: none"> <li>• Put posters up in the surgery and community services</li> <li>• Talk to people in waiting rooms</li> <li>• PPG group could mirror the campaign topic and talk about what they could do</li> <li>• Find out cultural and other requirements for GP practice</li> <li>• Add campaign to TV screens</li> <li>• Add campaign to repeat prescription slips</li> <li>• Update the practice website</li> <li>• Via newsletters</li> <li>• Use noticeboards</li> <li>• Help people to access services (signpost/direct people)</li> <li>• Link to communities</li> <li>• Spread the word and draw attention to the campaign</li> <li>• Distribute campaign materials into the local community – waiting rooms, schools, community centres etc.</li> <li>• Plan out awareness activities for the year, tie in with invited speakers.</li> <li>• Do relevant events and activities for all in the local community</li> <li>• One to one with patients during peak periods in the waiting room</li> <li>• Partnerships with other PPGs</li> <li>• Attending book clubs, reading groups, drama groups and other local social activities</li> <li>• Ask local supermarket to promote campaigns</li> <li>• Share campaign literature in local businesses, but more practice specific things need to be more targeted</li> <li>• Be aware that different people have a different understanding</li> <li>• Open the channels of communication between the PPGs and CCGs</li> <li>• Get all PPG members to sign up to network</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure practices get the materials in plenty of time</li> <li>• Ensure the messages are clear and that PPGs have all the information they need to support the campaign</li> <li>• Ensure the correct information is being sent through</li> <li>• Respond to cultural needs</li> <li>• Tips from the CCG to the PPG about disseminating information</li> <li>• Provide dates and timescales of campaigns</li> <li>• Provide network of information to PPG lead/named individual</li> <li>• Non-members of practice receives information</li> <li>• Provide mechanism, process for logging reasons for Did Not Attends, might be more insight into something that needs support, e.g. mental health (DNAs)</li> <li>• Paid Patient Ambassador role to spread the word in practices</li> <li>• Provide PPGs with a yearly plan (for what is known) of upcoming engagement/activities so PPGs can plan in advance</li> <li>• Dilute the message – risk of information being passed on incorrectly</li> <li>• Being more proactive and seeing what PPGs do</li> <li>• Sending PPGs updates via email which can be sent to practice managers</li> <li>• Provide guidance on how to support campaigns</li> <li>• Involve PPGs and patients in early design, production and collateral</li> <li>• Talk plain English, less jargon and tech terms</li> <li>• Training for people to understand the point of a campaign</li> <li>• Somebody needs to look at the appropriate campaign and target them to relevant areas</li> </ul>



## 5. Evaluation

We asked participants to evaluate this event. **55** of the **148** participants filled in our evaluation form.

People found the session useful and informative. Participants enjoyed being able to share good practice with people from other PPGs and welcomed the opportunity to network and visit the stalls around the room. People valued the PPG panel section of the agenda and requested more time for it in the future events.

Some people identified ways that the session could be improved. Some of the participants felt that the agenda was too ‘full on’, though other commented that they liked the snappy delivery of the short presentations. There were several comments about improvement regarding food and the venue’s facilities which will be considered for future events.

Key feedback included:

- Support for future annual events
- Support for a citywide PPG network
- Having a dedicated topic at future events such as ‘The Leeds Plan’
- Increasing GP attendance at future events

## 6. Conclusions

Interest in the event demonstrates the appetite for patient involvement in GP practices.

Feedback at the event highlighted a number of areas:

- People who attended the event had a good idea about the role of the PPG. They agreed that the PPG should represent the wider patient population and support the practice to improve the patient experience
- There was agreement about how PPGs needed to change to make them effective and meaningful:
  - Improve communications between PPG members, the practice and the CCG
  - Improve accessibility to PPGs by making them more understandable and relevant
  - Work to make PPGs more representative of the wider community
  - Demonstrate the value of PPGs
  - Provide clarity about the role and function of a PPG
  - Improve accessibility in terms of the timing of meetings
- The event provided many solutions to these challenges but opportunities to share best practice is limited
- Supporting NHS campaigns is an important function of PPGs because it help improve the patient experience and population health
- The event was very popular with participants
- There is an appetite for developing a PPG network to increase opportunities to share best practice



## 7. Recommendations

### What happens next?

The event was very well attended and there were lots of positive messages about PPGs. Going forward the CCG will:

- Continue to encourage practices and patients to sign to the CCG community network so that they can access support directly from the CCG
- Continue to encourage practices and PPG members to access the patient champion peer support sessions so that they can share and learn with other patients from across the city.
- Continue to encourage practices and PPG members to access the free training provided by the CCG
- Use feedback from this session to develop a 'Leeds PPG Network'
- Answer questions/concerns raised at the event. (Appendix C)
- Work with PPG members and practice to explore ways to improve communication between PPG members, practices and the CCG
- Continue to encourage PPG members and practices to use the tools and resources on the dedicated CCG webpage
- Work with PPG members and practices to plan a PPG event in 2018
- Make the recorded videos of the presentations available online so that PPGs can use them and refer to them in the future
- Develop a PPG network to support the sharing of good practice

