

Peninsula PPG Network

PPG Survey Findings Report



Northern Devon

January 2018

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Introduction

The Peninsula PPG network group which has been recently established to support the development of a supportive network for PPGs in the peninsula, recently asked practices to tell them a bit about themselves so that the network can grow and support one another better. This report sets out what PPGs in Eastern Devon (excluding Exeter separate report available) told us.

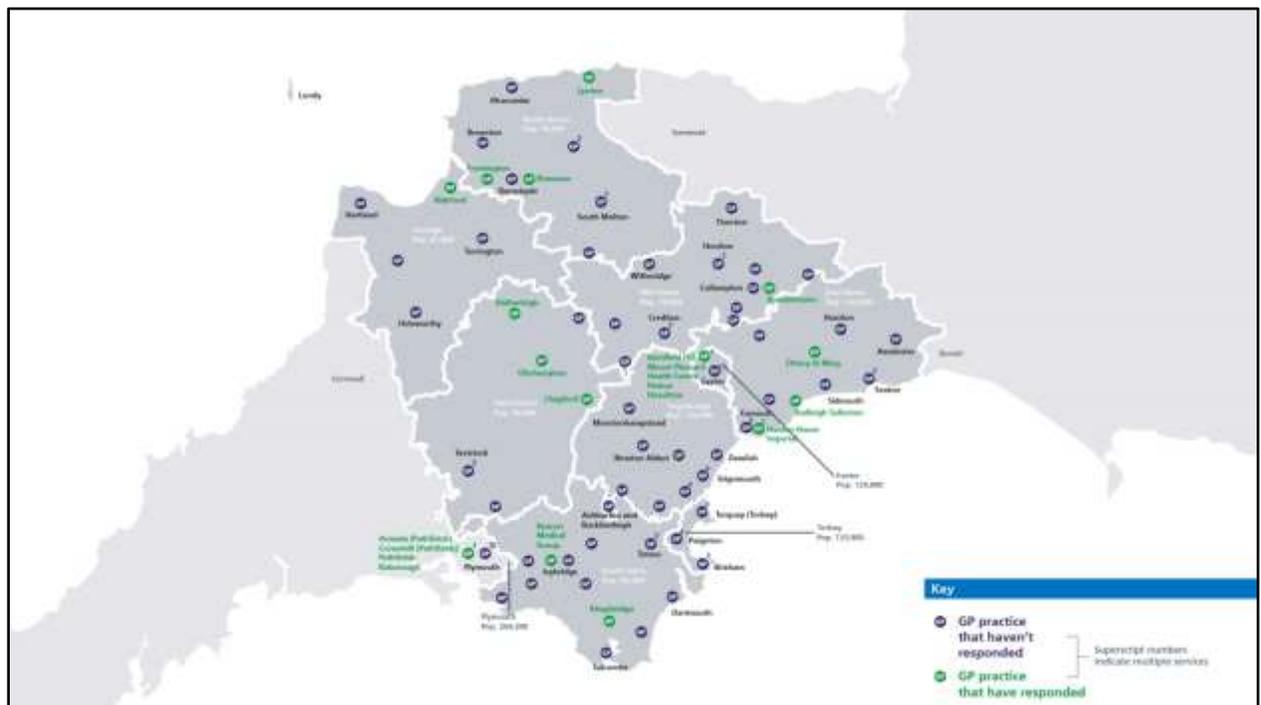
About the respondents

Four PPGs from Northern Devon responded to the survey. One practice (Lyn) provided two responses one from the practice manager and one from the Chair of the PPG hence it appears twice in the list below. All other responses were completed by the Practice managers.

- Brannam Medical Centre (1)
- Lyn Health (2) - Practice manager
- Lynton Health Centre (3) - PPG Chair
- The Wooda Surgery (4)
- Fremington Medical Centre (5)

The numbers in brackets above are used in each table to identify the responding PPGs.

The map below presents the responses graphically.



Responses to PPG Network PPG survey

Practice support for the PPG

Practices that responded identified a range of support given to their PPG.

1	Organise and host meetings
2	Close contact, quick response, attendance at meetings. Good flow of information between us all.
3	We allow the PPG to use a room for their meetings. The Practice manager and Senior Partner attend the quarterly meetings and give an update of Practice Developments. We have a PPG notice board in the waiting room
4	Practice Manager & GP attend each of the quarterly meetings.
5	Bi-monthly meetings, admin and co-ordination

About the PPGs

All but one of the PPGs has face to face meetings.

1	Virtual
2	Meets in person
3	Meets in person
4	Meets in person
5	Meets in person

Frequency of meetings

1	Every two months
2	Every quarter
3	Every quarter
4	Every quarter
5	Every two months

In addition, Fremington medical centre has regular email correspondence and discussions and the PPG holds a wellbeing club every two months.

Involvement of PPG members

PPGs were asked what kind of a response they got when they contacted members. This was generally high.

1	No response
2	About 50%
3	About 25%
4	About 75%
5	About 75%

Main activities of the PPG

1	Regular meetings, discussion & feedback, reps to area events, communicate consult with other patients
2	Regular meetings, exchange of information between patients and the Health Centre Staff. Visiting speakers at each meeting. Actions resulting from exchanges, cascading of information to non-member patients, connecting with other groups.
3	A sounding board for patients and the practice
4	Meeting quarterly to discuss agenda items. Agenda items are raised by the practice as the PPG are invited to but do not raise items.
5	All sorts, issues of concern to patients, consultation re practice and wider developments.

Where are PPG meetings held?

All respondents said meetings of the PPG were held in the surgery.

When do PPG meetings take place?

Respondents said the majority of PPGs met over lunchtime.

1	Evening
2	Lunchtime (at best time for practice staff)
3	Lunchtime
4	Lunchtime
5	Lunchtime

What practice staff attend meetings?

	Regularly	Other (please specify)
1	GP	Practice Manager with reception, admin and nurses attending as relevant
2	Practice manager	GP & Nurse & Practice manager
3	Practice manager	and Senior Partner
4	Practice manager	& GP
5	Practice manager	GP, other depending on agenda

How many people are involved in the PPG?

1	over 200
2	N/A
3	15
4	6
5	15

How does your PPG share information with people using the practice?

	Main	Additional
1	Newsletter	
2	Facebook	Facebook & Website & noticeboards
3	noticeboards	
4	Facebook	
5	Facebook	Have just launched page and PPG will be able to send communications

Finding out what patients think

All the PPGs responding said they used surveys to gather patients' views. When asked who decided what went into the survey we received the following answers.

	Response	Other (please specify)
1	Decide together	
2	Practice	
3		
4		We have not done this yet.
5	Decide together	This is on agenda for next meeting

PPGs were asked how they promoted surveys (if they use them) with service users and what kind of a response they got.

	Promoted	Additional methods	% Responding
1	Waiting room	Taking out and giving to people	5-10%
2	Social media	Social media & waiting room & website	11-25%
3			
4			
5	Social media	to be agreed	

Only one PPG responded to the question about how they report the findings from the survey and this was done on the practice website.

PPGs as influencers for change

The PPGs who responded to the question on about whether they felt they had influenced change and how? On the whole felt that they did feel they'd influenced the practice.

1	Yes	changes to fabric, contribution to discussion about the practice
2	Yes	
3	Yes	changing the extended hours appointments Altering the speaker on the message at the front of telephone calls
4	Not sure yet	
5	Yes	Numerous achievements. PPG views and opinions have shaped our forthcoming refurbishment. We had complete redesign because of PPG helpful suggestions.

Perceived strength of the PPGs

PPGs were asked how they saw the strength of their group and again most of those responding felt their group was strong.

1	Some achievements/ good relationships
2	Some achievements/ good relationships
3	Non-existent
4	Doing OK
5	Flourishing and strong

How might PPGs be strengthened?

	How do you think your PPG can be improved?	What help, advice or support would help strengthen your PPG?
1	Increased engagement	examples of other groups successes
2	Sadly we cannot recruit younger people as we have very few and those we do have are either at work or at home with young children or who are not interested. Making the meetings in the evening would not help as then we would lose most of the members who do attend as we have asked them.	I will try to attend an HV session and see if I can drum up some younger members.
3	Need more active members and of a better age range.	Work with the existing group to understand their responsibilities and help them fulfil the aims of the PPG. Promotion of the group to get more members
4	I feel that they should be more self-sufficient. We also would like a much broader spectrum of patient representatives.	Some advice around structuring the group, projects to work on and an enthusiastic chair.
5	Funding to provide more practice time to it.	Funding.

Working with others

Does your PPG work with other organisations?		
	Response	If yes, please describe what organisations and how you work with them.
1	Yes	CCG Stakeholders
2	Yes	we have speakers from many voluntary orgs. each month. 361 Energy Devon access to services project development - transport Strokes Association- support Age UK The Fire Brigade- safety
3	Yes	Chair attends the wider PPG group
4	No	
5	Yes	CCG

Networking for PPGs

Does your PPG work with other PPGs?		What do you think about working more collaboratively with other PPGs?	Would you be interested in participating in a Devon and Cornwall network of PPGs to exchange ideas and experiences?	
	Response	If yes, how do you do this?	Open-Ended Response	Response
1	Yes	joint meetings, working groups	positive about it as long as focussed	Not sure
2	No		To what end?	No
3	No		A good idea - would help with understanding and functionality	Yes
4	No		I think that this would be beneficial.	Yes
5	Yes	Linked to Barnstaple Alliance	Would not want to lose the local benefits	Not sure

A full report for the whole of Devon will be available soon and will be found on these [web pages](#).

There will also be a report for all Devon that looks at what kind of support and help PPGs say they need which will also be available on the web page above.