

Peninsula PPG Network

PPG Survey Findings Report



Eastern 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

A total of 8 of the 32 practices in Eastern Devon responded to the survey. The table below shows a breakdown of this.

Sub-locality	Total No. GP practices	Total Number PPGs responding
Mid Devon	18	4
Wakley	7	1
WEB	7	3
Total	32	4

The specific surgeries that responded are shown below. For ease the numbers ascribed in this table to specific practices will be used as identifiers in any subsequent tables.

Mid Devon		Wakley		WEB	
1	Bramblehaies	5	Coleridge medical Practice	6	Budleigh Salterton Medical Practice
2	Chagford			7	Haldon House Surgery
3	Hatherleigh			8	Imperial Surgery
4	Okehampton				

Of the responses received 4 were provided by PPG Chairs, 1 by the Practice Manager 1 by the treasurer 1 by a GP and 1 by a PPG co-ordinator (Staff).

every two months. Members are contacted about every 6 weeks and in the case of Chagford's virtual group the members are contacted as and when views are needed.

PPGs were asked what sort of response they got when they contacted members and the table below provides the response to this question.

1	75%
2	Nearly all
3	50%
4	No response given
5	75%
6	Nearly all
7	Nearly all
8	25%

Main activities of the PPG

1	Discuss practice needs and negotiate with members of Bramblehaies Friends re coffee mornings and other fund-raising activities.
2	We have organized several First Aid Courses, have done fund raising for specific items of equipment for the Health Centre, and contribute an article every month to the parish magazines. We have also organized a Feel Good Day for health and well-being related organizations to exhibit what they do and how they can assist in maintaining health and well-being.
3	Relations with the patients, feedback from patients, ideas to improve the patients care
4	No response
5	Responding to patient feedback, surveys, celebrating praise Liaising with different patient groups. Surveying patients Education School liaison Community support Responding to patient/member concerns and praises.
6	Regular meetings to discuss areas of concern for patients; to provide constructive feedback.
7	Supporting Practice activities, patient surveys and fund raising for equipment for patients.
8	Book sales, knitting and social group. arrange meetings with guest speaker covering health topics.

Where are PPG meetings held?

Of the 8 responding PPGs 7 meet at the surgery and one meets in a local community setting.

When do PPG meetings take place?

1	Evening
2	Evening
3	Afternoon
4	No response
5	Lunchtime
6	Lunchtime
7	Morning
8	Morning

What practice staff attend meetings?

1	Practice manager
2	Practice manager, GP and practice nurse if appropriate.
3	GP
4	No response
5	GP, Assistant practice manager
6	GP, Assistant manager
7	Practice manager, assistant manager
8	Practice manager, assistant manager

How many people are involved in the PPG?

1	11
2	8 Face to Face Members and 21 Virtuals
3	10
4	No response
5	25
6	10
7	9
8	6

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

	Response	Further detail
1	noticeboards	Mainly noticeboards but also some emailing and post
2	other	Local magazine and also the minutes of the PPG meetings are published on the surgery website.
3	mass email	
4		
5	noticeboards	Word of mouth Newsletter in local papers Word of mouth through members. Health Matters in local papers survey
6	other	Newsletter, noticeboard, website
7	newsletter	5 of the above options
8	newsletter	

Sharing Information

	How does your PPG share information with people using the practice?	Other (please specify)
1	noticeboards	
2	other	Mainly noticeboards but also some emailing and post
3	mass email	5 of the above options
4		
5	Other	Word of mouth Newsletter in local papers
6	Other	Newsletter, noticeboard, website
7	newsletter	
8	newsletter	
		Local magazine and also the minutes of the PPG meetings are published on the surgery website.

Finding out what patients think

	If your PPG runs a patient survey who decides what is asked?		Who analyses the survey and prepares the survey report?		How do you promote your survey?	
	Response	Other (please specify)	Response	Other (please specify)	Response	Other (please describe)
1		Shared by members	Practice staff	Tracey Worley	Waiting room	
2		We have not done this, but we would decide together.				
3	Decide together		Collaborative		Waiting room	
4	No response					
5	Decide together	Collaborative			Waiting room Website	Plus handing out to patients
6	Practice		Collaborative		Waiting room	
7	Decide together		Collaborative			5 of the above options
8	Decide together	Practice staff			Website	

	What proportion of the practice population responds?	How do you report the outcome of the survey?	
	Response	Response	Other (please describe)
1	Less than 5%	Waiting room	
2	No response		
3	Over 50%	Waiting room	
4	No response		

5	Less than 5%	Website	Plus In the waiting room
6	5-10%	Waiting room	Family and friends is voluntary and is reported on annually
7	11-25%	Waiting room	and 4 of the other options which won't allow me to tick them
8	5-10%	Waiting room	

PPGs as influencers for change

	Do you feel your PPG has influenced change at the practice?	
	Response	If yes, what do you feel are its main achievements? Please give examples
1	Yes	Contact manager for examples
2	Yes	The Practice now informs us of any changes or of anything that needs to be passed on to the patients. Patients advise us of any changes they wish to see, and the practice considers them and implements them if practicable. There is also much more liaison with the local primary school
3	Yes	
4	No response	
5	Yes	Improving patient services Providing another route for feedback
6	Yes	Communication links are better with patients; newsletter distributed throughout area by PPG; modifications to some GPs appointment times; patient awareness
7	Yes	appointments, patient information, running of the flu clinics, fund raising, and generally being supportive to improvements and changes at the practice.
8	Yes	

Perceived strength of the PPGs

	Where would you put the strength of your PPG?
1	Doing OK
2	Some achievements/ good relationships
3	Some achievements/ good relationships
4	No response
5	Getting started
7	Flourishing and strong
6	Doing OK
8	Some achievements/ good relationships

How might PPGs be strengthened?

	How do you think your PPG can be improved?
1	Greater response from nhs funding bodies
2	We do need more younger members.
3	Getting more members.
4	
5	Increasing the age range within the group.
6	extending membership to younger patients
7	I don't think it can its great.
8	more members

	What help, advice or support would help strengthen your PPG?
1	see above
2	How to attract and involve younger members.
3	Administrative support.
4	
5	More opportunity to work with others.
6	Regular updates from the CCG on commissioning strategies for sharing with patients; annual local health statistics
7	None thank you
8	none

Working with others

	Does your PPG work with other PPGs?		What do you think about working more collaboratively with other PPGs?	Does your PPG work with other organisations?	
	Response	If yes, how do you do this?	Response	Response	If yes, please describe
1	Yes	I represent our group at nhs forum meetings in Exeter every three months.	Good if they would respond	Yes	Friends of Bramblehaies. We discuss the surgery's needs with them and they help to raise money for equipment.
2	Yes	If we invite a speaker to our meetings, we will invite the two neighbouring PPGs to attend. We have occasionally had joint meetings.	In principle it is a good idea. However despite the closeness in miles, very often the needs of the patients in one community are quite different to the next community. It does depend a lot on the demographic make up of each community served.	Yes	We have an outside organization doing our First Aid Courses. We worked with a lot of health and well being related organizations during our Feel Good Day.
3	No		It could be potentially a good idea.	Yes	The Rotary Club.
4					

5	Yes	In the process of doing this	excellent idea	Yes	Local Helpscheme (volunteer based group) Schools
6	Yes	Regular PPG chair meetings in WEB	Good plan	Yes	WEB community health and wellbeing board
7	Yes	WEB PPG Chairs group which HHS hosts.	We already do and have been for 4.5 years	Yes	WEB community health and wellbeing board. WEB health and social care reference group.
8	Yes		essential	Yes	all local medical organisations to signpost people to the right group for their needs

Networking for PPGs

Respondents were asked if they were part of or would be interested in being part of two networks the first being a Peninsula PPG network and the second the National Association for Patient Participation (NAPP).

	Would you be interested in participating in a Devon and Cornwall network of PPGs to exchange ideas and experiences?	Is your PPG a member of NAPP (National Association for Patient Participation)?	
	Response	Response	If not, why not?
1		Not sure	
2	Yes	No	It is something that we are intending to do, but have not had the time to do it yet, as we always seem to have something going on!
3	Yes	No	
4	No response		
5	Yes	Not sure	
6	Yes	Yes	
7	Not sure	No	
8	No	No	We were members for many years but did not feel it was worth the money

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.