

Peninsula PPG Network

PPG Survey Findings Report



Exeter

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Intro

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 Exeter told us.

About the respondents

Of the 17 practices in Exeter four responded to the survey. The Exeter PPGs responding were:

- Pinhoe Surgery (1)
- Mount Pleasant Health Centre (2)
- The Heavitree Practice (3)
- Barnfield Hill Surgery (4)

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

Of the responses received 2 were provided by PPG Chairs, 1 by the Practice Manager as the group currently has no Chair and 1 from the Practice Manager and PPG Chair together.

Practice support for the PPG

1	Practice Manager administers the meetings, agendas, minutes, etc. A Lead GP attends.
2	Manager always attends meetings: GP sometimes: we receive support as we request it. Receive support as we request it.
3	Co-ordinate meetings and admin support
4	provide two monthly PPG meeting venue PM and one GP usually attend support our work- patient garden and educational meetings via poster/newsletter/text and website

From this point on in the survey we received no more responses from the Pinhoe & Broadclyst Medical Practice (1).

Frequency of meetings

Meetings are held on a two monthly basis in the practices that responded to this question (3 of 4).

Involvement of PPG members

1	No response
2	No response
3	Nearly all
4	About 50%

Main activities of the PPG

1	No response
2	As a point of consultation for the practice: receiving specific information from the practice: Surveys: Education events: Flu clinics: meeting with pharmacy twice yearly.
3	Meetings Advice on Practice issues Bringing external issues/developments to the attention of the Practice Liaison with Friends of Heavitree Health Centre who provide support for vulnerable patients
4	Supporting a patient garden Organising outreach patient educational events

Where are PPG meetings held?

Of those responding (3 of 4) all hold PPG meetings at the surgery. One respondent also held meetings at a neighbouring practice and community hall space.

When do PPG meetings take place?

Of the 3 response received two PPGs meet in the evenings and one in the mornings. When asked for additional comments about their meetings, people said:

1	No response
2	Meetings are at 6 p.m. and last for 1.25 hours.
3	Tried evening meetings but reduced attendance as not suitable for current members and didn't attract any new ones.
4	PPG meetings in evenings, garden Saturday morning, educational events Saturday mornings so far.

What practice staff attend meetings?

		Additional comments
1	No response	No response
2	Practice manager	GP sometimes
3	Practice manager	Plus link GP and Community Matron
4	Practice manager	actually PM just changed so it's her deputy and usually a GP attends the PPG meetings too

How many people are involved in the PPG?

1	No response
2	19
3	10 attend meetings plus additional 20 on mailing list
4	Sadly only 4 regularly!

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

	Response	Other (please specify)
1	No response.	No response.
2	Website.	We will be expanding this.
3	Other.	Practice newsletter and website. Posters in waiting room and Friends' notice boards.
4	Facebook.	Also website, noticeboard, mass texts.

Finding out what patients think

	How do you collect feedback from patients	Other (please specify)	Who decides the survey questions?	Who analyses feedback received?	Other (please specify)
1	No response	No response.	No response.	No response.	No response.
2	Survey		Decide together	Patient members.	
3	Survey		Decide together	Practice staff.	
4	Other	Not done this yet! Planning to survey patients' views in the coming months- using a neighbouring PPGs recent survey as a template.	We will decide together	Collaborative.	Again not done yet but in the pipeline.

	What proportion of the practice population responds?	How do you report the outcome of the survey?	Other (please describe)
1	No response	No response	No response
2	Less than 5%	Website	Also to the PPG meeting and a presentation to the GPs. A specific question on the pharmacy is discussed with the Pharmacy Regional Manager.
3	Less than 5%	Website	+ Practice newsletter
4			Not yet done!

	How do you promote your survey?	Other (please describe)
1	No response	No response
2	Waiting room	Also website
3	Other	Give out at reception and in waiting room On website
4	Other	Not done yet but probably in waiting room poster, website, Facebook and via text.

PPGs as influencers for change

	Do you feel your PPG has influenced change at the practice?	Examples
1	No response	No response
2	Yes	No response
3	Yes	<ul style="list-style-type: none"> • Provided focus for patient opinion about proposed changes to Practice policies and procedures. • Prompted effective implementation of NHS information standard in this Practice and through us in the wider area. • Supporting and raising profile of the Friends • Giving the Practice and its patients a voice on the Exeter Patient Panel and with local provider organisation.
4	Yes	Small changes - but encouraged patient garden and setting up regular outreach patient education events.

Perceived strength of the PPGs

Of the 3 PPGs that responded all felt that they had some achievements and had established good relationships.

How might PPGs be strengthened?

	How do you think your PPG can be improved?
1	No response.
2	Lots of ways!!!
3	Attracting new members representing a wider demographic. Having an impetus for action.
4	We are still only a few active members and need to expand. Although above said we have some achievements and good relationships we are also still very vulnerable to collapse as need more awareness and membership on PPG. Hopefully proposed surgery and planned collaborative working with other PPGs across Exeter we can help each other share good practice and achieve our goal of a rolling program of outreach educational events across the city - a collaborative effort between the local GP Federation, The PPGs and wellbeing Exeter. This will hopefully raise awareness of the PPGs and encourage more to join the committees

	What help, advice or support would help strengthen your PPG?
1	No response.
2	No response.
3	Framework for role and operation of PPG. Summaries of national and local issues that can be shared as a basis for discussion. Materials that explain the structures and functions of services within the local NHS Need a direction, focus and purpose for our discussions to enable the PPG to effectively contribute to the future of local service provision.
4	As above. We probably punch above our weight and are vulnerable to collapse. I am a firm believer in PPGs supporting each other across the patch- sharing ideas/good practice/supporting each other/arranging coordinated surveys and educational events. If this happens we will all be stringer and able to help improve the health-community interface. Support from other regional sub-localities would also help- and possibly from groups like Healthwatch. If the CCG wearable to offer support that would also be useful- although PPG would be keen to maintain their autonomy

Working with others

	Does your PPG work with other PPGs?	If yes, how do you do this?	What do you think about working more collaboratively with other PPGs?
1	No response	No response	No response
2	Not sure		A good idea in principle. it does depend on the time available. Most of our members are busy people who do lots of things.
3	Yes	All Exeter PPGs are able to send representatives to the Exeter Patient Panel	Great idea Also would like to work with patient representatives of other Practice in our Health Centre
4	Yes	A representative from our PPG meets every 2 months with the Exeter Locality patient Panel	GREAT IDEA!- it is absolutely needed for the survival of the scheme but also to help expand the link between health and community

	Does your PPG work with other organisations?	If yes, please describe what organisations and how you work with them.
1	No response.	No response.
2	Yes	The Friends group
3	Yes	Exeter Primary Care Ltd - Provider organisation - our chair is patient rep non exec director Living Options - support for patients with disabilities - one of our members works with them to improve access and communication Friends of Heavitree Health Centre
4	No	Not yet- planning to meet with the local Citizens Advice Bureau. I am keen that PPGs (across the city) work with other community groups e.g. ward community associations, charities etc. This is my dream- trying to link community groups together to help each other promote the health and wellbeing agenda in the community- but working with surgeries and indeed hospitals too.

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).

	Peninsula PPG Network	NAPP	If not, why not?
1	No response.	No response.	No response.
2	Yes	No	No response.
3	Yes	No	Not sure of benefits. Its role seems very similar to other organisations?
4	Yes	Yes	No response.

A full report for the whole of Devon can be found [here](#).

There is also a report for all Devon that looks at what kind of support and help PPGs say they need.