



**Patient Participation Groups in Sandwell
Review**



Patient Participation Group

Report by Healthwatch Sandwell

January 2019





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DISCLAIMER

This report is based on the views and experiences of respondents. Due to the nature of this approach, we recognise that there may be differences between people’s views and providers’ intentions. Efforts have been made to ensure information is accurate or where necessary, reflect more than one view, whilst keeping to the brief.

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Summary

This project aimed to ascertain patients' awareness of their local PPG and to find out if patients are involved in their local PPG and if they have received any information about it.

From 1 April 2015, it became a contractual requirement for all English practices to form a Patient Participation Group (PPG) and to make reasonable efforts for this to be representative of the practice population. The role of PPGs can vary across practices but can act as a form of engagement with GP staff and provide valuable information about their experiences so that improvements can be made.

Healthwatch Sandwell's work involves ensuring that patient engagement is carried out effectively by health and social care providers and meets statutory requirements. GP services form a significant part of services and relate to many issues HWS receive. PPG's are the primary mechanism for GPs to engage with patients. Therefore, HWS wanted to see how knowledgeable patients are of their local GP practice's PPG.

It is evident that there are mixed views of what a PPG is, which ranges from ... *"Meet to discuss how the surgery is run and discuss any concerns they may have"* to *"Volunteers to hear about [financial] benefits"*.

An amalgamation of the findings for the whole of Sandwell found that 19% were able to accurately describe what a PPG was, meaning that 81% could not.

We found that 99% of respondents stated that they are not involved in their PPG.

Based on the findings HWS make the following recommendations:

- GP practices to publicise, in a variety of ways, the work of their PPG.

- GP practices to actively recruit patients to participate in PPGs.
- Sandwell and West Birmingham Clinical Commissioning Group (SWB CCG) to review how they monitor GP practices to ensure that they are meeting their contractual obligation in creating a PPG.
- SWB CCG to consider evaluating how appropriate PPGs are as a mechanism for public engagement by asking patients who aren't involved in their GP practice if PPG type approaches are appropriate.

A total of 1309 people participated in this survey. An additional 175 people declined to participate. This was for a variety of reasons including language barriers.

Recommendations

From the findings it is evident that patients' awareness and involvement in PPGs is minimal, therefore this report recommends that:

- GP practices to publicise, in a variety of ways, the work of their PPG.
- GP practices to actively recruit patients to participate in PPGs.
- Sandwell and West Birmingham Clinical Commissioning Group (SWB CCG) to review how they monitor GP practices to ensure that they are meeting their contractual obligation in creating a PPG.
- SWB CCG to consider evaluating how appropriate PPGs are as a mechanism for public engagement by asking patients who aren't involved in their GP practice if PPG type approaches are appropriate.

Details of practices

63 practices were visited between September 2017 and August 2018. See appendix one for a breakdown of visits.



Findings

A total of 1309 people were spoken to during this survey; this included registered patients and non-registered (relatives and carers of patients). An additional 175 people declined to participate. This was for a variety of reasons including language barriers.

There was a diverse group of respondents. The largest age group of respondents were aged 25-49 years (43%). For a full demographic, breakdown see appendix two.

There was a mixed view of what people thought a PPG was, and this can be categorised into three themes:

Theme One: Contributing to how the GP practice runs:

“Meet to discuss how the surgery is run and discuss any concerns they may have” (West Bromwich)

“A patient group where you can tell the doctors what you think” (Tipton)

“A group that gets together to have a voice in what is going on and to improve standards at the Surgery” (Rowley Regis)

“Meeting up discussing issues and meeting GP and staff and finding out about services.” (Oldbury)

“..... Talk about what we needed from the surgery and how to make things better.” (Oldbury)

‘when Practice Manager, staff and Doctors meet to discuss appropriateness of services’ (Smethwick)

‘get together with GP’s and see how to improve services..... and voice concerns’ (Smethwick)

Theme Two: A forum to discuss issues relating to health conditions:

“Group of patients who have an illness talk about it” (Wednesbury)

“Patients join in with smoking clinics and asthma and diabetes” (Wednesbury)

“Patients with certain conditions get together to overcome their problems” (West Bromwich)

“Patients get together with a nurse and talk about what’s wrong with them” (West Bromwich)

“Group gets together to discuss health issues e.g. breast cancer, good to see people with similar problems” (Tipton)

“where people get together to help one another - share problems” (Rowley Regis)

“Where patients participate in their own care needs. Self Help Group helping share the burden” (Oldbury)

Theme three: A place to gain financial information:

“Volunteers to hear about [financial] benefits” (Tipton)

“A way of saving for retirement” (Rowley Regis)

An amalgamation of the findings for the whole of Sandwell found that 19% were able to accurately describe what a PPG was, meaning that 81% could not.

28% of the respondents stated that their GP practice did not have a PPG. 11% believed that their GP practice did have a PPG, and 61% didn’t know either way.

5% of the respondents had received information about their local PPG, 86% stated that had not received any information and 9% didn’t know.

99% of respondents stated that they are not involved in their PPG.



A full breakdown of this data can be found in appendix three.

Rationale and Aim

The aim of this project was:

- To ascertain patients' awareness of their local PPG.
- To find out if patients are involved in their local PPG and if they have received any information about it.

HWS's work involves ensuring that patient engagement is carried out effectively by health and social care providers and meets statutory requirements. GP services form a significant part of services and relate to many issues HWS receive. PPG's are the primary mechanism for GPs to engage with patients. Therefore, HWS wants to see how knowledgeable patients are of their local GP practice's PPG.

This study did **not** ascertain if a PPG had been created by talking to GP practice staff; the focus was on the public. As it is a contractual requirement from SWBCCG, then it is believed that this data should be obtained by the commissioners of GP services.

Background

From 1 April 2015, it became a contractual requirement for all English practices to form a PPG and to make reasonable efforts for this to be representative of the practice population.

The practice must engage with the PPG including obtaining patient feedback and, where the practice and PPG agree, will act on suggestions for improvement. The PPG should be developed in the most appropriate way to ensure regular engagement with a representative sample of the practice population, and it should have a structure that allows it to reach the broadest cross section of

the patient population. This should include the involvement of carers of registered patients, who themselves may not be registered patients of the practice. Practices should also demonstrate they have tried to engage with any underrepresented and seldom heard groups, including patients with mental health conditions or groups with protected characteristics as identified in the Equality Act 2010.

National Association for Public Participation. (2017) describes the role of the PPG as:

- being a critical friend to the practice;
- advising the practice on the patient perspective and providing insight into the responsiveness and quality of services;
- encouraging patients to take greater responsibility for their own and their family's health;
- carrying out research into the views of those who use the practice;
- organising health promotion events and improving health literacy;
- regular communication with the patient population.

There are no prescriptive requirements on how to run a PPG, and in the GP Contract 2015/16, all reporting requirements have been removed. Practices will only be required to confirm through the e-declaration that they have fulfilled the requirements.

The PPG may be a virtual or a face-to-face group, or a combination of the two.

Each practice should develop an action plan with their PPG on improving practice and implementing the changes based on the priorities for improvement identified by the PPG.



The action plan should be in the form of a report, which the PPG and the practice can use to evidence that feedback has been considered and that the PPG has been properly engaged.

Methodology

Between September 2017 and August 2018, a team of staff and volunteers visited each GP surgery in Sandwell and used a simple 6 question survey that would provide data relating to the public's awareness, knowledge and involvement in PPG.

The survey also collected demographic data. See appendix two for a breakdown of this data.

The programme covered the 6 towns of Sandwell and these were reported on individually. These reports can be viewed at:

<https://www.healthwatchesandwell.co.uk/research-and-intelligence-reports>

This is the final report in this series with collated findings and recommendations.

HWS visited each practice to talk to a cross section of patients, as opposed to only those patients that are engaged through the PPG. We visited each practice separately, as all practices have their own ways of working, and therefore we needed to keep data separate. This also allowed us to identify any potential areas of better practice. Due to the scale of the study the number of visits to each practice varied between one and two.

This approach was chosen, as surveys are a practical way of receiving information from a large number of people in a short period of time and in a relatively cost-effective way, when relatively objective data is required.

Ethical considerations

Throughout this visit HWS gave due consideration to ethical issues. Codes of

confidentiality were adhered to and the information gathered was recorded and stored as defined by the Data Protection Bill 2017 and General Data Protection Regulations (2018).

Where appropriate HWS utilised volunteers with the relevant language skills to ensure that the survey was accessible.

About Healthwatch Sandwell

HWS is an independent consumer champion that gathers and represents the public's views on health and social care services in Sandwell. It ensures that the views of the public and people who use the services are taken into account by those who commission and provide services.

Healthwatch Sandwell's activities include: Experience Gathering. HWS staff meet with the public at various locations including community events, supermarkets, bingo halls, high street etc. They provide information about Healthwatch and ask if people would, 'describe their last experience of health or social care services'.

Enter and View. These are visits to health and social care premises, involving staff and volunteers to look at the quality of services from the patients' perspective.

Information and Communication. HWS provides information and means for people to contact through various means including: telephone, website, email, public meetings, networking with community groups, Twitter, Facebook.

As part of HWS's statutory functions, it is our responsibility to make: '...reports and recommendations about how local care services could or ought to be improved.'
(1 Section 221 (2) of the Local Government and Public Involvement in Health Act - 2007)



Acknowledgement

HWS would like to thank its volunteers for their time in assisting with this research and in particular to Janet Foster, Support Officer (HWS) who co-ordinated the visits and wrote the majority of the individual town reports.

Also, thanks to the GPs and their staff for their hospitality and co-operation in the process.

References

National Association for Public Participation. (2017). What are PPGs? [ONLINE] Available at: <https://www.napp.org.uk/ppgintro.html>.

[Accessed 29 November 2017].



Appendices

Appendix One

Breakdown of Practices visited

Smethwick		
Name & address of surgery	Number of questionnaires completed	Number of refusals
St Paul's Surgery 222 St Paul's Road, Smethwick	59	6
Lodge Road Surgery, Lodge Road, Smethwick.	14	5
Hawthorns Medical Centre, Lewisham Road, Smethwick.	29	5
Smethwick Medical Centre, Regent Street, Smethwick.	26	0
Norvic Family Practice, 110 Norman Road, Smethwick.	37	0
Cape Hill Medical Centre, Raglan Road, Smethwick.	44	3
Drs NK & S Agrawal, Victoria Health Centre, Suffrage Street, Smethwick.	2	1
Sarephed Medical Centre, 60 Arden Road, Smethwick.	17	1
Bearwood Medical Centre, Milcote Road, Smethwick.	20	0
Bearwood Road Surgery 348 Bearwood Road, Smethwick	15	5
Marshall Street Surgery 46 Marshall Street, Smethwick	20	0
Norvic Family Practice Victoria Health Centre, Suffrage Street, Smethwick.	33	5
Dr Kaur's Surgery, 118 Warley Road. Oldbury.	24	2
Total	340	65
Oldbury		
Causeway Green Road Surgery 158 Causeway Green Road, Oldbury	20	2
Hill Top Medical Centre 15 Hill Top Road, Oldbury.	28	6
Dr Andreou and Partners Oldbury Health Centre, Albert Street, Oldbury	41	5
The Surgery 64 Dog Kennel Lane, Oldbury.	11	2
Walford Street Surgery 19 Walford Street, Tividale, Oldbury.	13	4
Warley Medical Centre Ambrose House, Kingsway, Oldbury	36	2
Whiteheath Medical Centre Badsey Road, Oldbury.	35	2
Total	184	23
Rowley Regis		
Churchview Surgery 239 Halesowen Road, Cradley Heath.	45	1
Haden Vale Medical Practice 50 Barrs Road, Cradley Heath.	26	2
Hawes Lane Surgery Hawes Lane, Rowley Regis	22	0
Mace Street Clinic Mace Street, Cradley Heath.	34	3
Oakham Surgery 213 Regent Rd, Tividale, Oldbury	20	0
The Practice Old Hill Priest House Ground Floor Priest Street, Cradley Heath.	12	0
Portway Family Practice Portway Lifestyle Centre, Newbury Ln, Oldbury.	13	4
Regis Medical Practice Darby St, Rowley Regis.	39	4
Rood End Medical Centre 182-184 Vicarage Road, Oldbury.	18	1
Rowley Village Surgery 91 Rowley Village, Rowley Regis.	16	0
TOTAL	245	15



Tipton		
Name & address of surgery	Number of questionnaires completed	Number of refusals
Glebefields Health Centre, St Marks Road, Tipton.	21	0
Great Bridge Partnership for Health – Slater Street, 10 Slater Street, Great Bridge, Tipton.	10	3
Horseley Heath Surgery, 14 Horseley Heath, Tipton.	28	4
Malling Health – Great Bridge, 18 The Great Bridge Centre, Charles Street, West Bromwich.	15	1
Swanpool Medical Centre, St Marks Road, Tipton.	25	2
The Black Country Family Practice (aka Neptune) Neptune Health Park, Sedgley Road West, Tipton.	29	3
The Victoria Surgery, Victoria Rd, Tipton.	13	3
TOTAL	141	16
Wednesbury		
Crankhall Lane Medical Centre 156 Crankhall Lane, Wednesbury.	18	4
Dr P Gudi and Dr V Gudi 68 Hill Top, West Bromwich.	25	2
Hill Top Medical Centre 88 Hill Top, West Bromwich.	10	4
Jubilee Health Centre – Dr Bhadauria 1 Upper Russell Street, Wednesbury.	11	2
Jubilee Health Centre – Dr Ghosh 1 Upper Russell Street, Wednesbury.	18	1
New Street Surgery New Street, Hill Top, West Bromwich.	24	3
Oakeswell Health Centre Brunswick Park Road, Wednesbury.	31	10
Spires Health Centre Victoria Street, Wednesbury.	19	2
Village Medical Centre 158A Crankhall Lane, Friar Park, Wednesbury.	40	0
TOTAL	196	28
West Bromwich		
Cambridge Street Surgery 1 Cambridge Street West Bromwich.	13	0
Carters Green Medical Centre 396 – 400 High Street, West Bromwich.	17	1
Dr Pal and Dr Jemahl 33 Newton Road, Birmingham	18	1
Great Bridge Partnership for Health – Yew Tree Surgery Yew Tree Healthy Living Centre, Redwood Road, Walsall.	17	1
Great Bridge Partnership for Health – Cordley Street, 1a Cordley Street, West Bromwich.	5	1
Linkway Medical Practice Lyng Centre for Health and Social Care, Frank Fisher Way West Bromwich.	20	3
Dr Arora Lyng Centre for Health and Social Care, Frank Fisher Way, West Bromwich.	16	3
Dr Bassan St Paul’s Partnership Lyng Centre for Health and Social Care, Frank Fisher Way, West Bromwich.	16	3
Lyng Centre for Health - Dr Dewan Lyng Centre for Health and Social Care, Frank Fisher Way, West Bromwich.	11	0
Malling Health – Parsonage Street GP Practice Parsonage Street West Bromwich.	5	0
Park House Surgery 134 Newton Road Birmingham.	10	3
Primary Care Centre – Dr Haque Primary Care Centre 6 High Street, West Bromwich.	8	3



Name & address of surgery	Number of questionnaires completed	Number of refusals
Primary Care Centre – Dr Pathak Primary Care Centre 6 High Street, West Bromwich.	7	3
Stone Cross Medical Centre 291 Walsall Road West Bromwich	12	1
Sundial Surgery – Great Barr Sundial Lane, Great Barr.	7	2
Clifton Lane Medical Centre The Surgery, Clifton Lane, West Bromwich.	10	1
NHS Tanhouse Clinic Hamstead Road, Birmingham	11	2
TOTAL	203	28



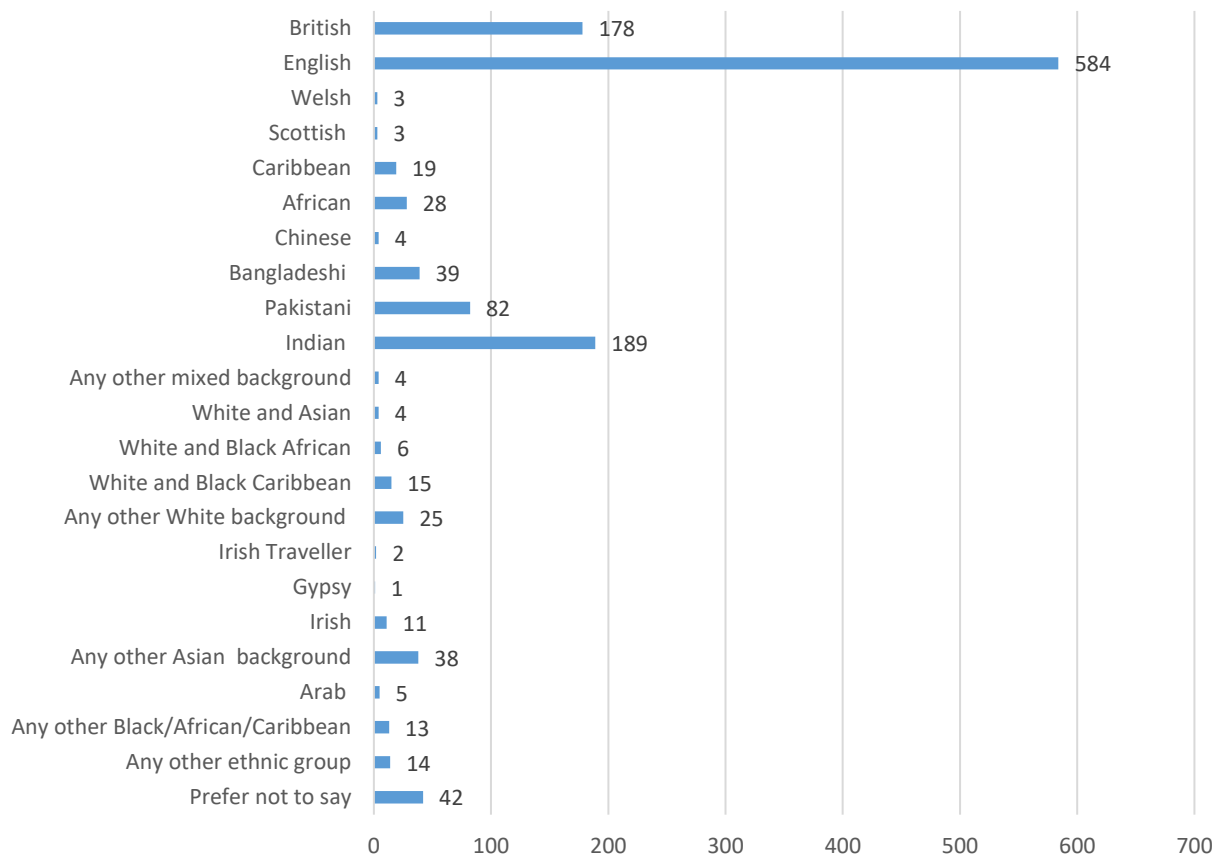
Appendix Two

Demographics





Ethnicity



Source: Standardised ethnic categories from The Office of National Statistics

<https://www.ons.gov.uk/methodology/classificationsandstandards/measuringequality/ethnicgroupnationalidentityandreligion>



Appendix Three

Findings

Knowledge and Involvement in PPG

