



healthwatch
Sandwell



Patient Participation Group

Smethwick in Sandwell

Report by Healthwatch Sandwell

December 2017





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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.

Published by Healthwatch Sandwell, Walker Grange, Central Avenue, Tipton, DY4 9RY.

www.healthwatchsandwell.co.uk



Summary

Healthwatch Sandwell (HWS) are conducting a survey of all General Practitioner (GP) Practices to find out their patients' and visitors' knowledge, awareness and involvement in each practice's Patient Participation Group (PPG).

During September to November 2017 HWS visited all the GP Practices in Smethwick to complete a short survey with patients and visitors to the practice.

The survey found that knowledge of the PPG varied across the practices. However only 13% of the respondents knew what one was and 6% of the respondents knew that their GP practice had one.

The majority of the respondents said that they had not received information about the PPG, and only 1% were involved and had attended a meeting.

A PPG is made up of patients and practice staff who communicate at regular intervals to consider ways of making a positive contribution to the services and facilities offered by their practice to patients. 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.

A total of 340 people completed the survey and a mix of working and non-working responded. 65% of the respondents were from a minority ethnic group which is reflective of the local community.

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.

Details of practices

This report provides feedback on visits made to 13 GP practices in Smethwick. 26 visits took place (2 per practice) between September and November 2017.

Appendix one provides a breakdown of the venues and the number of questionnaires completed.

Smethwick is a culturally diverse area which has the highest ranked proportion of residents from Minority Ethnic groups in Sandwell (all ethnic groups other than White British). These groups make up 62.1% of the town's population (Sandwell MBC 2011)

Findings and Results

A total of 340 people were interviewed. This included registered patients and non-registered patients.

65 people refused to participate. 50% of these were due to language barriers.

There was a diverse group of respondents: 50% were aged 25 – 49 and 16 people identified themselves as a 'carer'. For a detailed demographic breakdown see appendix two.

This section will focus on the findings as a whole group. For an individual breakdown for each surgery in Smethwick see appendix three.

13% knew what a PPG was and gave a range of answers which included:

'when Practice manager, staff and Doctors meet to discuss appropriateness of services'

'get together with GP's and see how to improve services'

'when patients get involved and voice their concerns'



87% did not know what a PPG was.

6% knew that their GP practice had a PPG. However, 50% said that their practice did not have one and the remaining 44% did not know either way.

3% had received information about their PPG. This was about joining the PPG and one respondent received information about a merger relating to the practice. 87% said that they had not received any information. The remaining 10% were not sure if they had received information about their PPG.

1% identified that they had been involved in their PPG. This was attendance at meetings and an award ceremony.

One respondent stated that they couldn't attend PPG meetings due to health difficulties, but would be interested in an email/virtual group so that their voice could be heard.

For a full breakdown of findings see appendix four.

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.

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 wants to see how knowledgeable patients are of their local GP practice's PPG. 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 Patient Participation Group, 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

A simple 6 question survey was designed that would provide data relating to the public's awareness, knowledge and involvement in PPG. It also collected demographic data. See appendix two for a breakdown of this data.

The programme is covering the 6 towns of Sandwell and will be reported on individual townships. A final report will be produced 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.

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.

The survey was facilitated by staff and volunteers. It was completed over a 2-month period, each practice was visited twice to ensure that there was access to a varied sample of people. However, the numbers of patients and visitors surveyed varied at each practice, which meant the response rate was mixed.

Due to the ethnic diversity in Smethwick HWS endeavoured to meet the challenges of language barriers with a variety of volunteers who could communicate appropriately. At times, this was not always possible and resulted in a number of refusals to participate in the completion of the survey.

Ethical considerations

Throughout this research 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 Act (1998).

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)

Acknowledgements

HWS would like to thank its volunteers for their time in assisting with this research. Also the GPs and their staff for their hospitality and co-operation in the process.

References

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Sandwell MBC (2011) Sandwell Trends [ONLINE] Available at: <http://www.sandwelltrends.info/themedpages/Census2011>

[Accessed 29 November 2017]



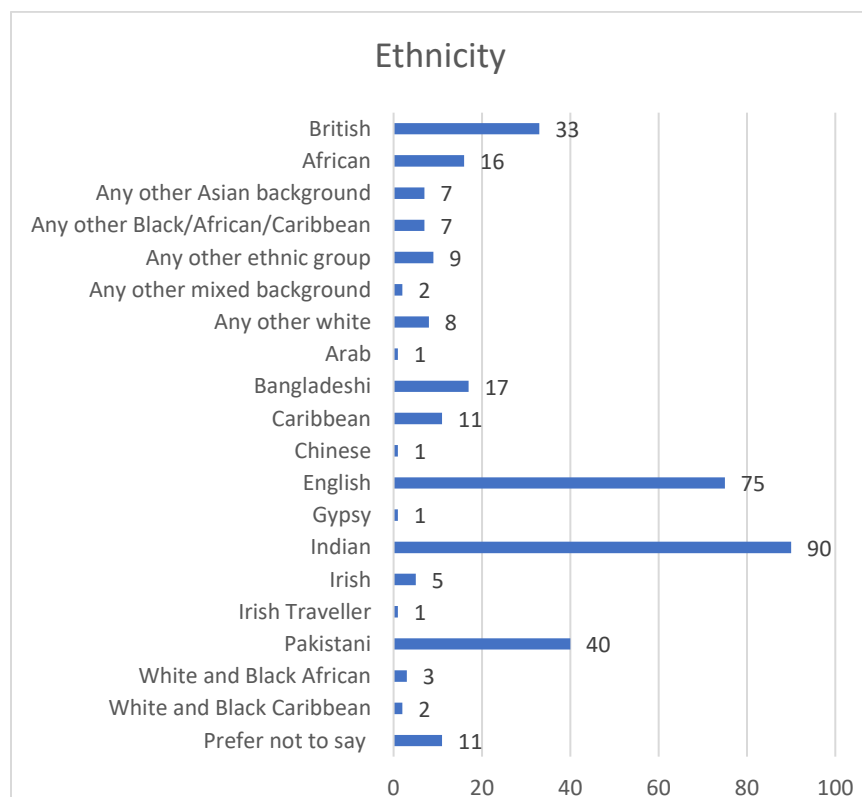
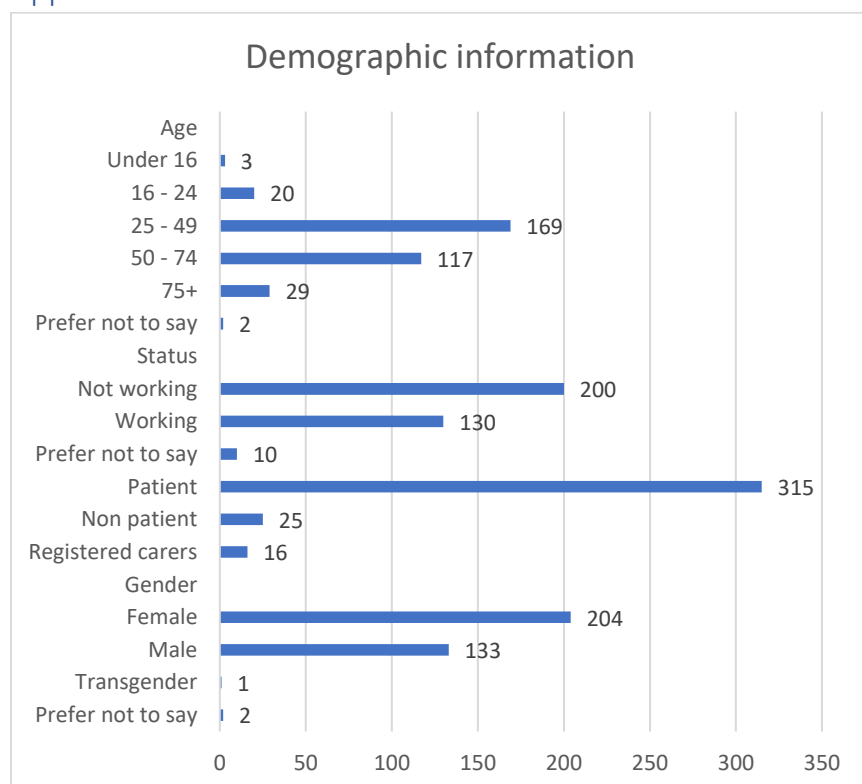
Appendices

Appendix One:

| Name & address of surgery | Dates visited | Number of questionnaires completed | Number of refusals |
|---|----------------------------|------------------------------------|--------------------|
| St Paul's Surgery 222 St Paul's Road, Smethwick. B66 1HB | 03/10/2017 & 13/10/2017 | 59 | 6 |
| Lodge Road Surgery, Lodge Road, Smethwick. B67 7LU | 03/10/17 & 09/10/17 | 14 | 5 |
| Hawthorns Medical Centre, Lewisham Road, Smethwick. B66 2DD | 12/09/17 & 24/10/17 | 29 | 5 |
| Smethwick Medical Centre, Regent Street, Smethwick. B66 3BQ | 13/09/17 & 14/09/17 | 26 | 0 |
| Norvic Family Practice, 110 Norman Road, Smethwick. B67 5PU | 04/10/17 & 05/10/17 | 37 | 0 |
| Cape Hill Medical Centre, Raglan Road, Smethwick. B66 3NR | 10/10/17 & 12/10/17 | 44 | 3 |
| Drs NK & S Agrawal, Victoria Health Centre, Suffrage Street, Smethwick. B66 3PZ | 26/09/17 & 19/10/2017 | 2 | 1 |
| Sarephed Medical Centre, 60 Arden Road, Smethwick. B67 6AJ | 14/09/17 & 19/09/17 | 17 | 1 |
| Bearwood Medical Centre, Milcote Road, Smethwick. B67 5BP | 29/09/17 & 16/10/17 | 20 | 0 |
| Bearwood Road Surgery 348 Bearwood Road Smethwick B66 4ES | 20/09/17 & 26/09/17 | 15 | 5 |
| Marshall Street Surgery 46 Marshall Street, Smethwick B67 7NA | 25/10/17 & 30/10/17 | 20 | 0 |
| Norvic Family Practice Victoria Health Centre, Suffrage Street, Smethwick. B66 3PZ | 26/09/17 & 19/10/2017 | 33 | 5 |
| Dr Kaur's Surgery, 118 Warley Road. Oldbury. B68 9SZ | 13/11/2017 & 14/11/17 | 24 | 2 |
| TOTAL | 26 visits | 340 | 65 |



Appendix Two





Appendix Three

| Questionnaires completed | No. of refusals | Do You Know What A PPG Is? | | | Does your practice have a PPG? | | | Have you received any information about your PPG? | | | Are you involved with your PPG? | |
|--|-----------------|----------------------------|----|------------|--------------------------------|----|------------|---|----|------------|---------------------------------|----|
| | | Yes | No | Don't know | Yes | No | Don't know | Yes | No | Don't know | Yes | No |
| St Paul's Surgery, 222 St Paul's Road Smethwick, B66 1HB | | | | | | | | | | | | |
| 59 | 8 | 6 | 53 | 0 | 2 | 25 | 32 | 0 | 55 | 4 | 1 | 58 |
| Lodge Road Surgery, Lodge Road, Smethwick, B67 7LU | | | | | | | | | | | | |
| 14 | 7 | 0 | 14 | 0 | 0 | 7 | 7 | 0 | 14 | 0 | 0 | 14 |
| Hawthorns Medical Centre, Lewisham Road, Smethwick, B66 2BU | | | | | | | | | | | | |
| 29 | 9 | 1 | 28 | 0 | 1 | 19 | 9 | 0 | 25 | 4 | 1 | 28 |
| Smethwick Medical Centre, Regent Street, Smethwick, B66 3BQ | | | | | | | | | | | | |
| 26 | 0 | 3 | 23 | 0 | 3 | 10 | 13 | 1 | 24 | 1 | 0 | 26 |
| Norvic Family Practice, 110 Norman Road, Smethwick, B67 5PU | | | | | | | | | | | | |
| 37 | 0 | 6 | 31 | 0 | 3 | 19 | 25 | 1 | 31 | 5 | 1 | 36 |
| Cape Hill Medical Centre, Raglan Road, Smethwick, B66 3NR | | | | | | | | | | | | |
| 44 | 6 | 6 | 38 | 0 | 2 | 27 | 15 | 1 | 39 | 4 | 0 | 44 |
| Drs NK &S Agrawal, Victoria Health Centre, Suffrage Street, Smethwick B66 3PZ | | | | | | | | | | | | |
| 2 | 1 | 1 | 1 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 2 |
| Saraphed Medical Centre, 60 Arden Road, Smethwick, B67 6AJ | | | | | | | | | | | | |
| 17 | 4 | 2 | 15 | 0 | 1 | 8 | 8 | 1 | 15 | 1 | 1 | 16 |
| Bearwood Medical Centre, Milcote Road, Smethwick, B67 5BP | | | | | | | | | | | | |
| 20 | | 2 | 18 | 0 | 2 | 3 | 15 | 0 | 16 | 4 | 0 | 20 |
| Bearwood Road Surgery, 348 Bearwood Road, Smethwick, B66 4ES | | | | | | | | | | | | |
| 15 | 11 | 1 | 14 | 0 | 0 | 7 | 8 | 0 | 12 | 3 | 0 | 15 |
| Marshall Street Surgery 46 Marshall Street, Smethwick B67 7NA | | | | | | | | | | | | |
| 20 | 0 | 0 | 20 | 0 | 2 | 13 | 5 | 0 | 18 | 2 | 0 | 20 |
| Norvic Family Practice Victoria Health Centre, Suffrage Street, Smethwick, B66 3PZ | | | | | | | | | | | | |
| 33 | 16 | 8 | 25 | 0 | 1 | 20 | 12 | 1 | 26 | 6 | 1 | 32 |
| Dr Kaur's Surgery, 118 Warley Road, Smethwick | | | | | | | | | | | | |
| 24 | 3 | 5 | 19 | 0 | 3 | 13 | 8 | 3 | 20 | 1 | 0 | 24 |



Appendix Four

Overview of Findings

