



Patient Participation Group

Tipton

Report by Healthwatch Sandwell

Published October 2018





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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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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 June 2018 HWS visited all the GP Practices in Tipton to complete a short survey with patients and visitors to the Practice.

The survey found that knowledge of the PPG varied across the practices. At least one person in every Surgery visited knew what a PPG was, with one Practice having a third of those surveyed knowing what a PPG was.

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 141 people completed the survey and there was a mix of working (24%) and non-working (76%) respondents. 31% of the respondents were from a minority ethnic group which is not reflective of the local community. Tipton has a White population of 86% (Sandwell Trends 2018)

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 7 GP practices in June. 7 visits took place (1 per practice) between 5th and 22nd June. A decision was taken to speed up the length of time it was taking to complete the surveys across the borough that only 1 visit per Surgery would be required.

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

Findings and Results

A total of 141 people were interviewed. This included registered patients and non-registered patients.

A further 16 people refused to participate. Reasons varied from being too unwell to not being able to communicate in English.

There was a diverse group of respondents: 44% people were aged between 25 and 49 and 3 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 Tipton see appendix three.

23% knew what a PPG was and gave a range of answers which included:

"Volunteers to hear about benefits"

"A patient group where you can tell the doctors what you think"

"Group gets together to discuss health issues e.g. breast cancer, good to see people with similar problems"

76% did not know what a PPG was.

11% knew that their GP Practice had a PPG. However, 22% said that their Practice did not



have one and of the remainder in Tipton, just under 66% did not know either way.

3% of respondents had received information about their PPG. This included seeing a poster on the wall about joining the PPG and one respondent received information about a merger relating to the Practice. 89% said that they had not received any information. The remaining 7% were not sure if they had received information about their PPG.

One person identified that they had been involved in their PPG.

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 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 Tipton, 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

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

[Accessed 29 November 2017].

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

[Accessed 29 November 2017]



Appendices

Appendix One

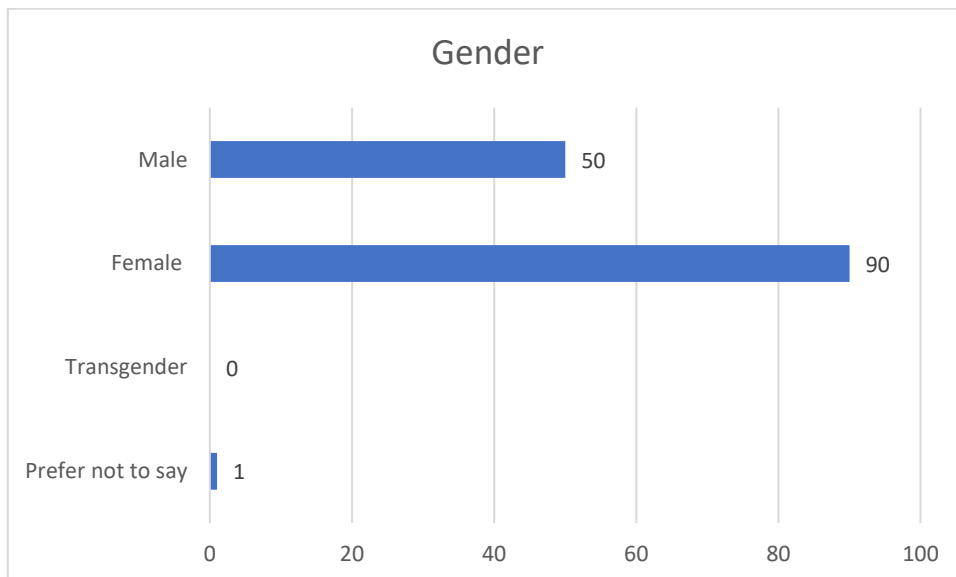
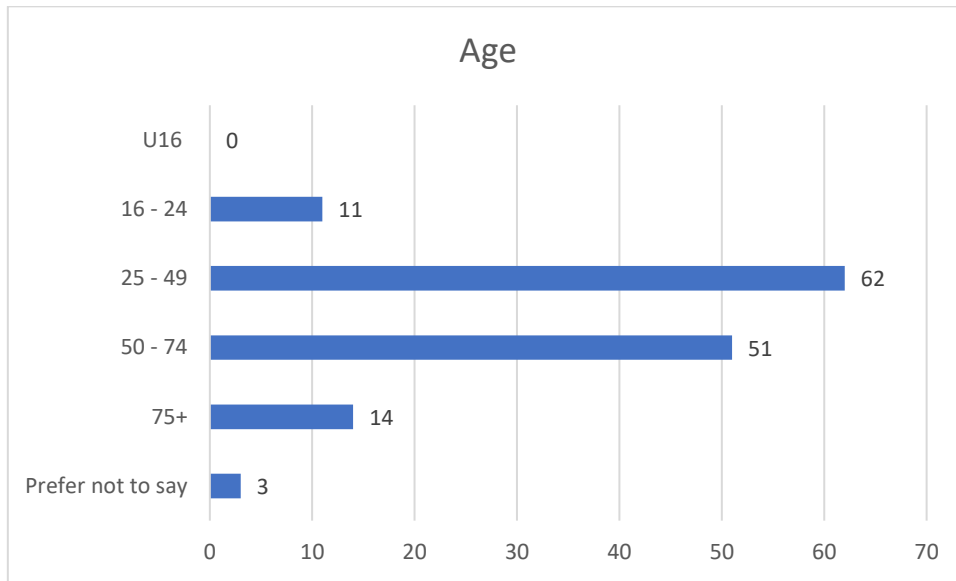
List of Surgeries and Visits

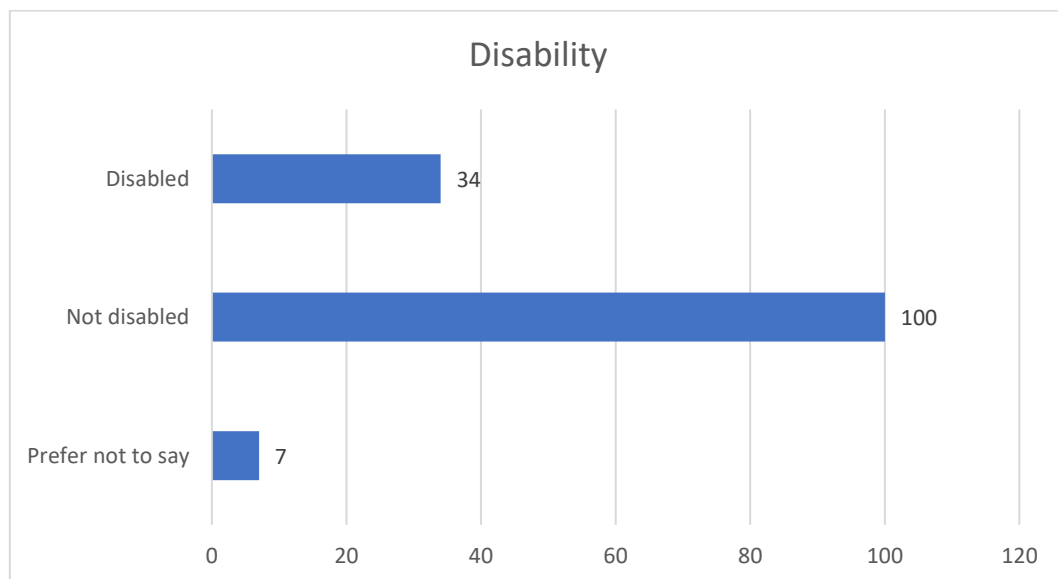
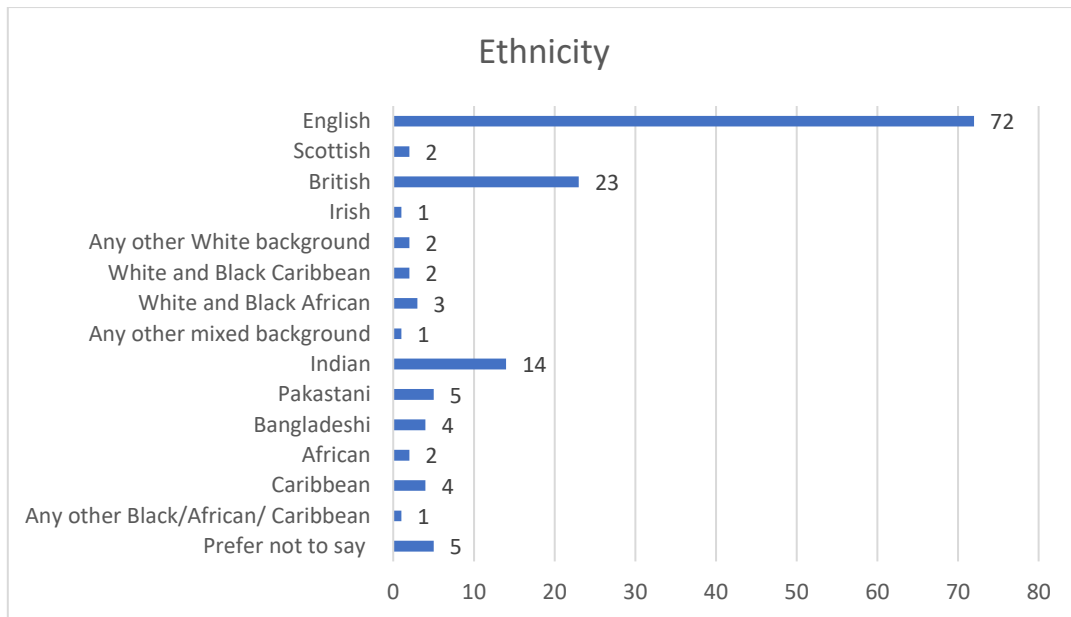
| Name & address of surgery | Dates visited | Number of questionnaires completed | Number of refusals |
|--|-----------------------|------------------------------------|--------------------|
| Glebefields Health Centre, St Marks Road, Tipton, West Midlands, DY4 0SN | 5 th June | 21 | 0 |
| Great Bridge Partnership for Health – Slater Street,10 Slater Street, Great Bridge, Tipton, West Midlands, DY4 7EY | 7 th June | 10 | 3 |
| Horseley Heath Surgery, 14 Horseley Heath, Tipton DY4 7QU | 14 th June | 28 | 4 |
| Malling Health – Great Bridge, 18 The Great Bridge Centre, Charles Street, West Bromwich, B70 0BF | 7 th June | 15 | 1 |
| Swanpool Medical Centre, St Marks Road, Tipton, West Midlands DY4 0SZ | 13 th June | 25 | 2 |
| The Black Country Family Practice (aka Neptune) Neptune Health Park, Sedgley Road West, Tipton DY4 8PX | 19 th June | 29 | 3 |
| The Victoria Surgery, Victoria Rd, Tipton DY4 8SS | 13 th June | 13 | 3 |
| TOTAL | 7 visits | 141 | 16 |

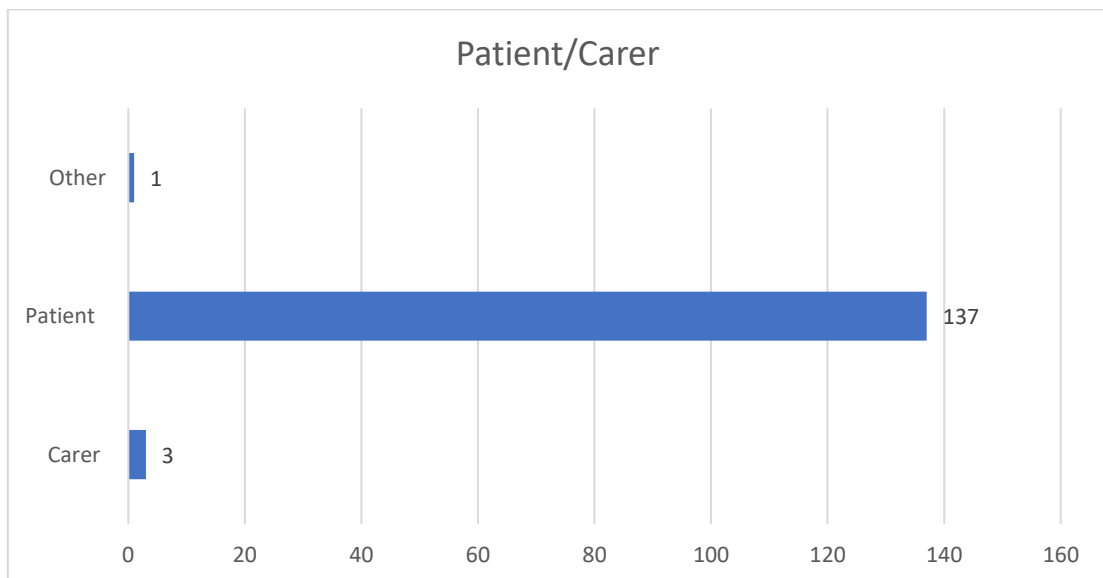
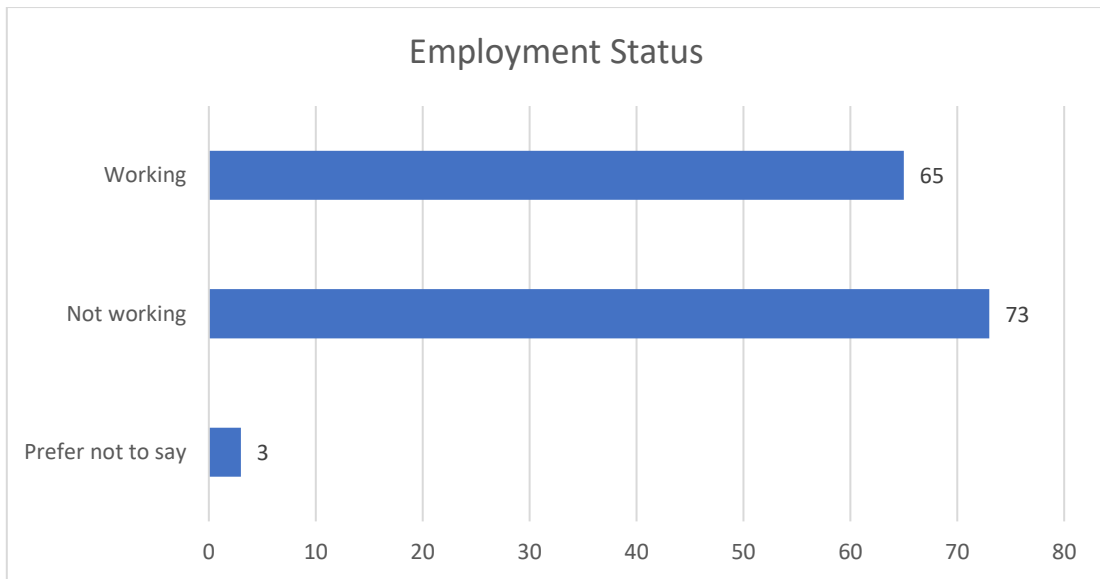


Appendix Two

Demographic information









Appendix Three

Detailed Findings

| 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 |
| Glebefields Health Centre | | | | | | | | | | | | |
| St Marks Road, Tipton, West Midlands, DY4 0SN | | | | | | | | | | | | |
| 21 | 0 | 5 | 16 | 0 | 1 | 1 | 19 | 0 | 19 | 2 | 0 | 21 |
| Great Bridge Partnership for Health - Slater Street | | | | | | | | | | | | |
| 10 Slater Street, Great Bridge, Tipton, West Midlands, DY4 7EY | | | | | | | | | | | | |
| 10 | 3 | 2 | 8 | 0 | 4 | 1 | 5 | 1 | 7 | 2 | 0 | 10 |
| Horseley Heath Surgery | | | | | | | | | | | | |
| 14 Horseley Heath, Tipton DY4 7QU | | | | | | | | | | | | |
| 28 | 4 | 4 | 24 | 0 | 5 | 10 | 13 | 2 | 25 | 1 | 0 | 28 |
| Malling Health – Great Bridge | | | | | | | | | | | | |
| 18 The Great Bridge Centre, Charles Street, West Bromwich, B70 0BF | | | | | | | | | | | | |
| 15 | 1 | 5 | 10 | 0 | 3 | 5 | 7 | 1 | 12 | 2 | 0 | 15 |
| Swanpool Medical Centre | | | | | | | | | | | | |
| St Marks Road, Tipton, West Midlands DY4 0SZ | | | | | | | | | | | | |
| 25 | 2 | 8 | 17 | 0 | 1 | 5 | 19 | 0 | 22 | 3 | 0 | 25 |
| The Black Country Family Practice | | | | | | | | | | | | |
| Neptune Health Park, Sedgley Road West, Tipton DY4 8PX | | | | | | | | | | | | |
| 29 | 3 | 8 | 21 | 0 | 2 | 1 | 26 | 0 | 25 | 4 | 0 | 29 |
| The Victoria Surgery | | | | | | | | | | | | |
| Victoria Rd, Tipton DY4 8SS | | | | | | | | | | | | |
| 13 | 3 | 1 | 12 | 0 | 0 | 6 | 7 | 0 | 11 | 2 | 0 | 13 |



Appendix Four

Overview of Findings

