



**healthwatch**  
Sandwell



**Patient Participation Group**

**Oldbury**

***Report by Healthwatch Sandwell***

***Published: June 2018***





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## Contents

Contents .....	2
Summary .....	1
Details of practices.....	1
Findings and Results.....	1
Rationale and Aim.....	2
Background .....	2
Methodology.....	3
Ethical considerations .....	3
About Healthwatch Sandwell.....	3
Acknowledgements.....	4
References .....	4
Appendices.....	5
Appendix One.....	5
List of Surgeries and Visits .....	5
Appendix Two .....	6
Demographic information.....	6
Appendix Three .....	8
Detailed Findings.....	8
Appendix Four.....	9
Overview of Findings.....	9

### 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.

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## 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 the practice's Patient Participation Group (PPG).

During November 2017 HWS visited all the GP Practices in Oldbury 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, 23% of the respondents knew what one was and 21% of the respondents knew that their GP practice had one.

The majority of respondents said that they had not received information about the PPG and only 1 person was involved, and 1 other person was unsure as to whether or not they were involved with their PPG.

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 184 people completed the survey and a mix of working 36%, and non-working 62%, with 2% preferring not to say, responded.

33% of the respondents were from a minority ethnic group with 67% being English or British, which is reflective of the local community ethnic population breakdown. Oldbury is culturally diverse and has seen changes in the demographics since 2001. See appendix 2 for a breakdown of the respondents.

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 Oldbury. 14 visits took place (2 per practice) during November 2017.

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

Oldbury is one of the six towns that make up the Metropolitan Borough of Sandwell, just west of Birmingham in the West Midlands. Langley and Warley lie within it. The area is diverse in terms of age but has had an increase in under 20s and 20 – 64 year olds between 2001 and 2011 (+ 9.6% and + 12.1% respectively), however, there has been a fall in the proportion of those aged 65 & over in the town (2.3%). The ethnic makeup of Sandwell has seen extensive changes since 2001, and the White British population in Oldbury town has fallen from 79.6% in 2001 to 67.6% in 2011. (Sandwell Trends)

## Findings and Results

A total of 184 people were interviewed. This included registered patients and non-registered patients.

23 people refused to participate. These were for a variety of reasons including language barriers.

There was a diverse group of respondents. The largest number were aged 25 – 49 (38%). Only 1 person 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 Oldbury see appendix three.

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

*“Meeting up discussing issues and meeting GP and staff and finding out about services.”*

*“I used to get invited by text message at my last drs. Talk about what we needed from the surgery and how to make things better.”*

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

77% did not know what a PPG was.

21% knew that their GP practice had a PPG. However, 39% said that their practice did not have one and the remaining 40% did not know either way.

9% of respondents had received information about their PPG. Of those 16 people 7 had seen posters on the notice boards about joining the PPG. Others had seen details in the Practice leaflet. 91% said that they had either not received, not seen or were unsure if they had seen information about 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 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

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 individually. 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 in Oldbury, Sandwell. It was completed over a 1-month period, each practice was visited twice to ensure that there was access to a varied sample of people.

Due to the ethnic diversity in Oldbury, HWS endeavoured to meet the challenges of language barriers with a variety of volunteers who could communicate. At times, this was not always possible and resulted in a small 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



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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

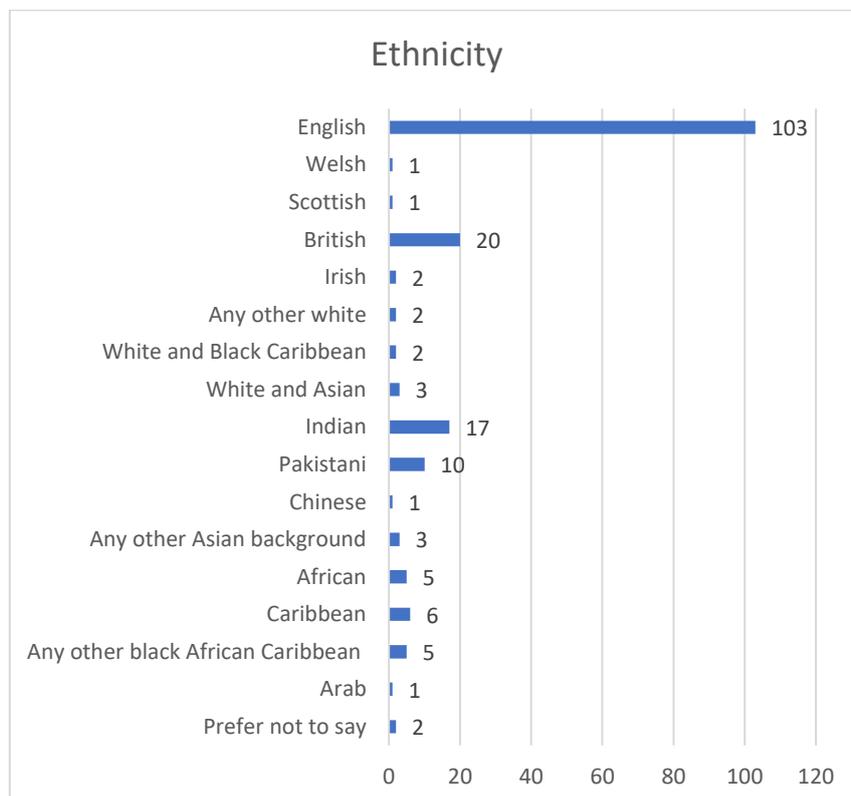
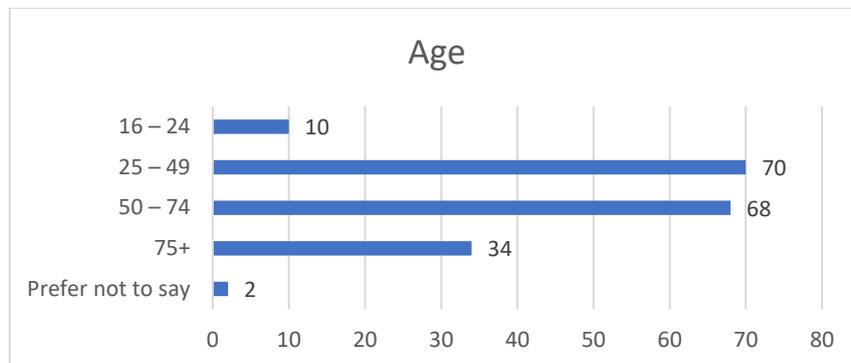
#### List of Surgeries and Visits

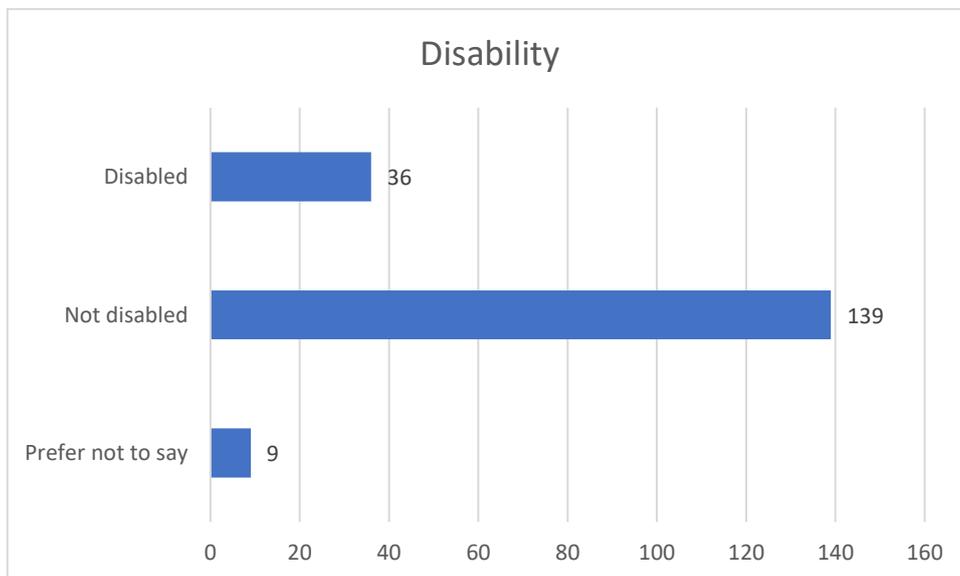
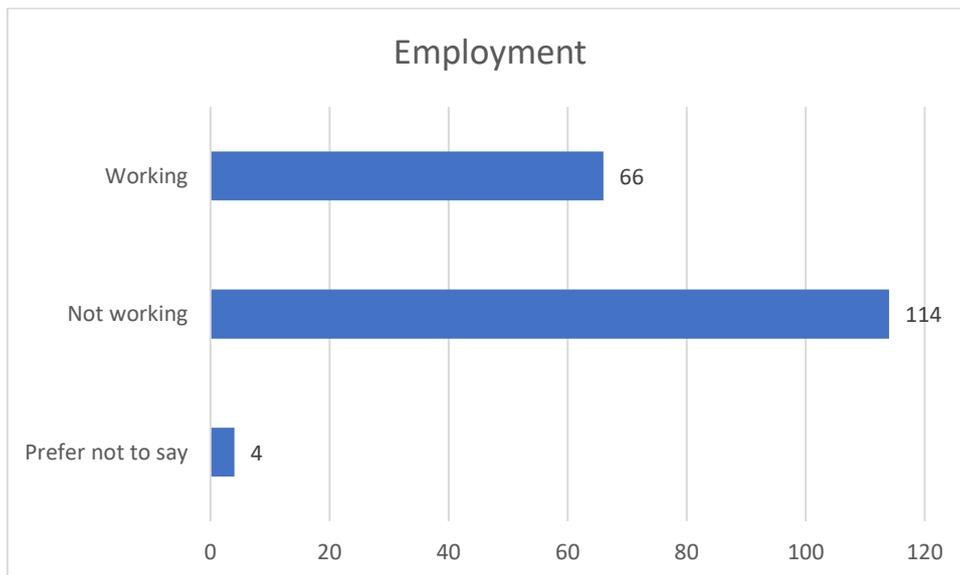
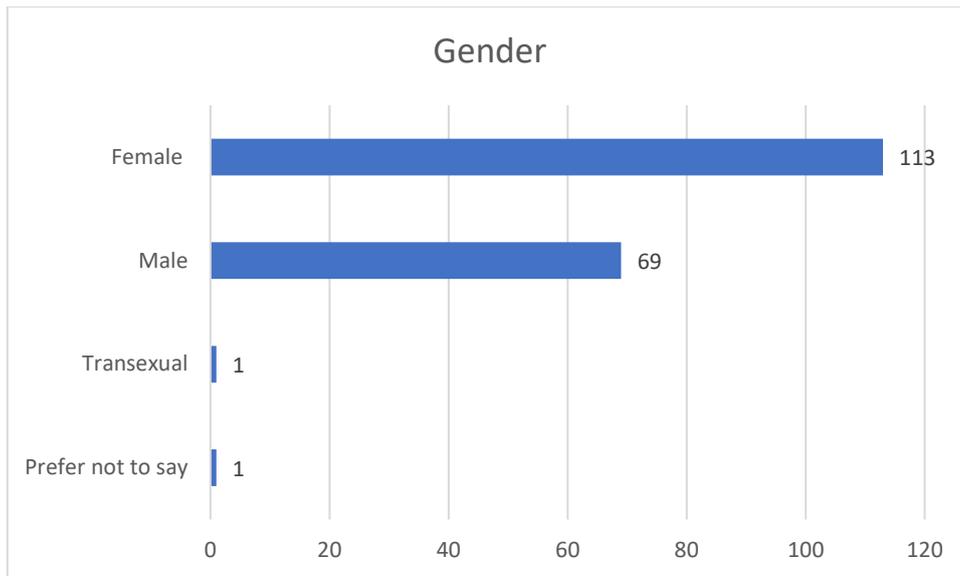
Name & address of surgery	Dates visited	Number of questionnaires completed	Number of refusals
Causeway Green Road Surgery 158 Causeway Green Road, Oldbury. B68 8LJ.	23 <sup>rd</sup> and 28 <sup>th</sup> November	20	2
Hill Top Medical Centre 15 Hill Top Road, Oldbury, Warley. B68 9DU	27 <sup>th</sup> and 28 <sup>th</sup> November	28	6
Dr Andreou and Partners Oldbury Health Centre, Albert Street Oldbury. B69 4DE,	22 <sup>nd</sup> and 24 <sup>th</sup> November	41	5
The Surgery 64 Dog Kennel Lane, Oldbury. B68 9LZ	22 <sup>nd</sup> and 24 <sup>th</sup> November	11	2
Walford Street Surgery 19 Walford Street, Tividale, Oldbury. B69 2LD	16 <sup>th</sup> and 17 <sup>th</sup> November	13	4
Warley Medical Centre Ambrose House, Kingsway, Oldbury. B68 0RT	13 <sup>th</sup> and 14 <sup>th</sup> November	36	2
Whiteheath Medical Centre Badsey Road, Oldbury. B69 1EJ.	14 <sup>th</sup> and 15 <sup>th</sup> November	35	2
<b>TOTAL</b>	14 visits	184	23



## 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
Causeway Green Road Surgery 158 Causeway Green Road, Oldbury, B68 8LJ.												
20	2	2	18	0	2	8	10	1	15	4	0	20
Hill Top Medical Centre 15 Hill Top Road, Oldbury, Warley B68 9DU												
28	6	5	23	0	2	11	15	0	26	2	0	28
Dr Andreou and Partners Oldbury Health Centre, Albert Street Oldbury, B69 4DE,												
41	5	10	31	0	12	20	9	2	39	0	0	41
The Surgery 64 Dog Kennel Lane, Oldbury, B68 9LZ												
11	2	3	8	0	2	1	8	1	9	1	0	11
Walford Street Surgery 19 Walford Street, Tividale, Oldbury, B69 2LD												
13	4	1	12	0	0	5	8	0	13	0	0	13
Warley Medical Centre Ambrose House, Kingsway, Oldbury B68 0RT												
36	2	17	19	0	14	11	10	9	27	0	0	36
Whiteheath Medical Centre Badsey Road, Oldbury, B69 1EJ.												
35	2	4	31	0	6	15	14	3	31	1	0	35



## Appendix Four

### Overview of Findings

