



Patient Participation Group

Rowley Regis

Report by Healthwatch Sandwell

Published September 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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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 January and February 2018 HWS visited all the GP Practices in Rowley Regis to complete a short survey with patients and visitors to the Practice.

The survey found that knowledge of the PPG varied across the practices. Every Practice, except one, had at least 1 person who knew what a PPG is, and in one Practice over 50% of the respondents knew what a PPG is.

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 245 people completed the survey and a mix of working (58%) and non-working (39%) responded. 27% of the respondents were from a minority ethnic group which is not reflective of the local community. The town of Rowley has a White British ethnic group of 85.9% (Sandwell Trends 2011)

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 10 GP Practices in Rowley Regis. 20 visits took place (2 per Practice) between January and February 2018.

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

Findings and Results

A total of 245 people were interviewed. This included registered patients and non-registered patients.

An additional 15 people refused to participate. Reasons varied but the majority of patients were either in a hurry or didn't like completing surveys. 1 person cited language as being an issue.

There was a diverse group of respondents: 104 were aged 25 – 49 and 7 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 Rowley Regis see appendix three.

47 respondents knew what a PPG was and gave a range of answers which included:

"A way of saving for retirement"

"A group that gets together to have a voice in what is going on and to improve standards at the Surgery"

"Liaising about healthcare – what the community needs"

"taking part in survey activities"

"where people get together to help one another - share problems"

Over 77% did not know what a PPG was.



16% knew that their GP Practice had a PPG. However, 18% said that their Practice did not have one and the remaining 65% did not know either way.

9% had received information about their PPG. This was “*a poster on the Surgery wall*”, a leaflet when the patient joined the Practice, information on the Practice website and a leaflet in the Practice. 82% said that they had not received any information. The remaining 9% were not sure if they had received information about their PPG.

2 respondents identified that they had been involved in their PPG, including one who is the deputy chair of 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 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.

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

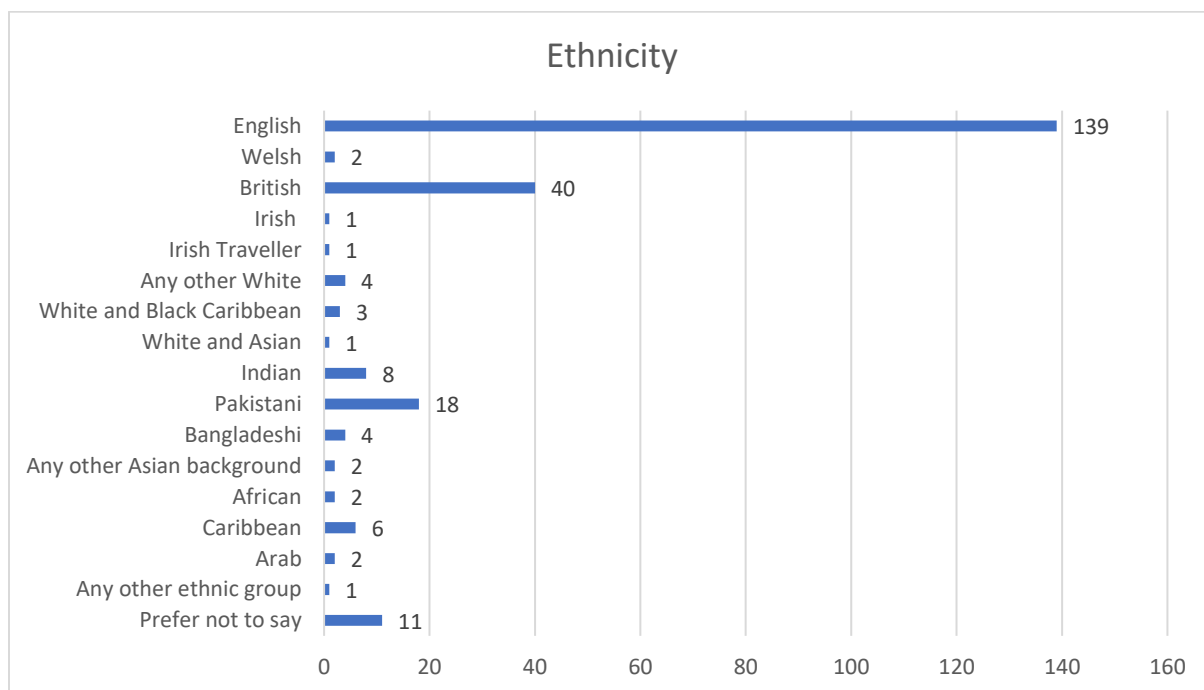
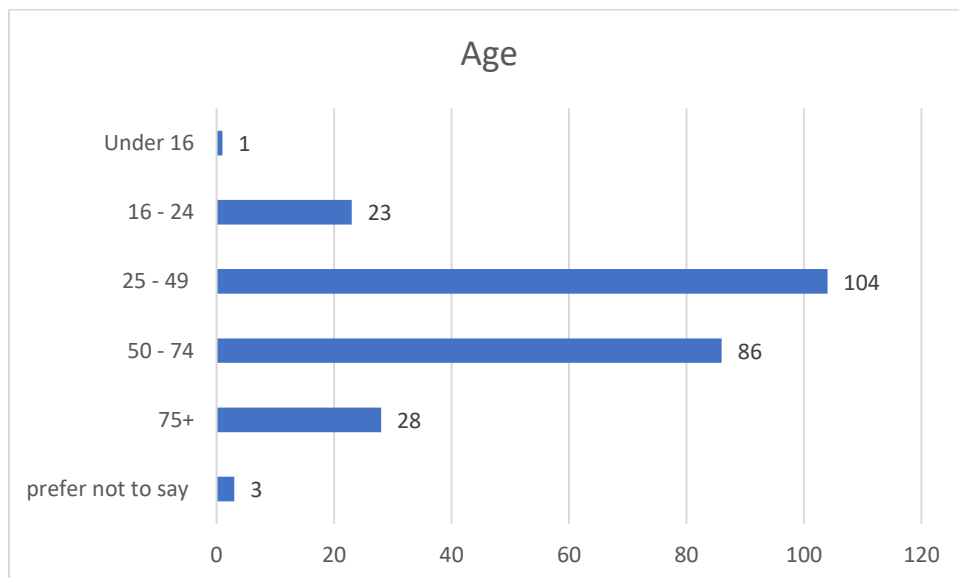
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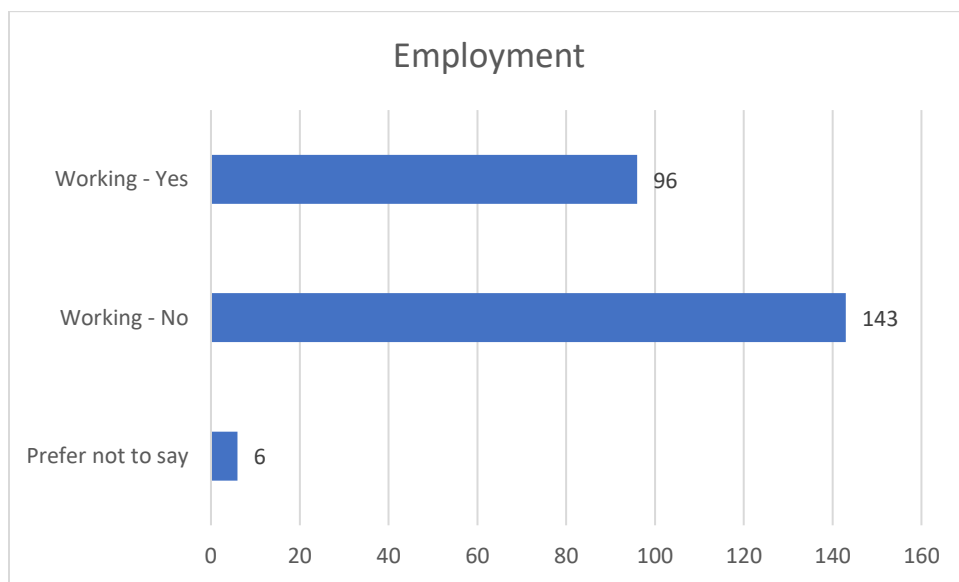
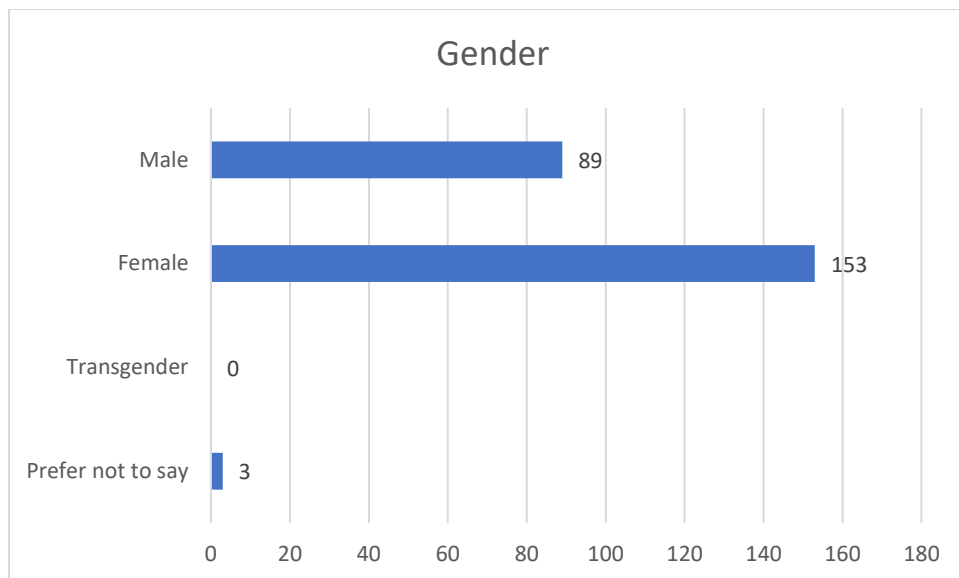
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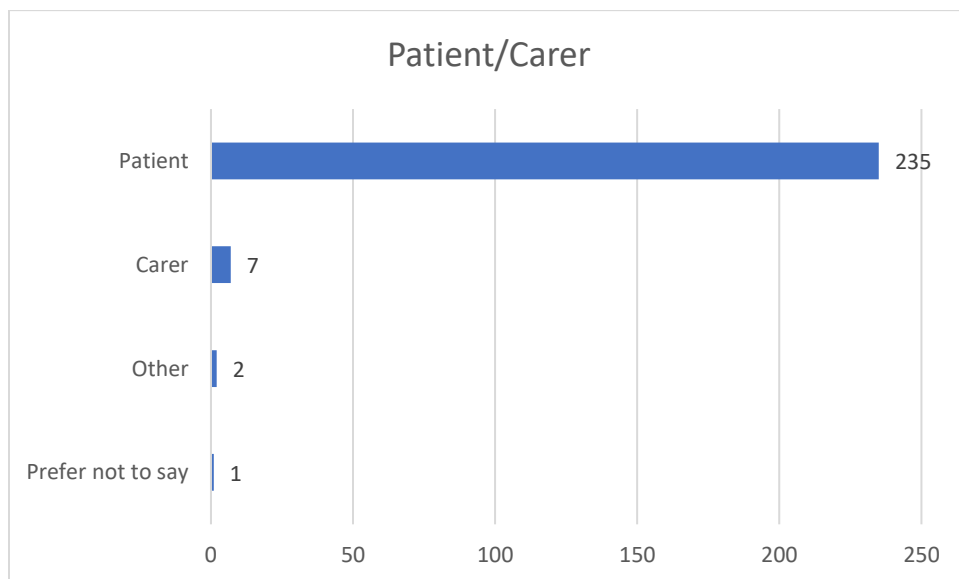
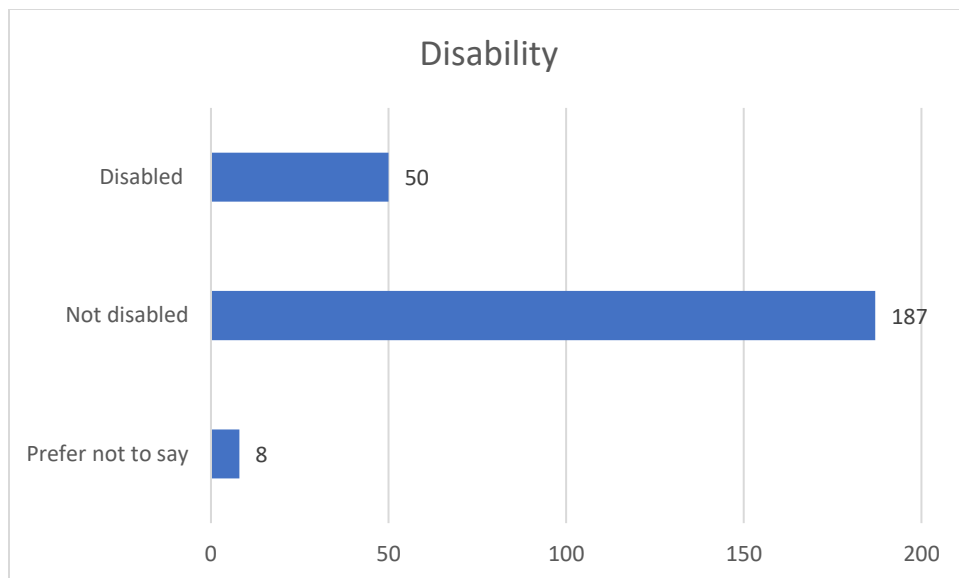
Name & address of surgery	Dates visited	Number of questionnaires completed	Number of refusals
Churchview Surgery 239 Halesowen Road, Cradley Heath, West Midlands, B64 6JE	7 th February 19 th February	45	1
Haden Vale Medical Practice 50 Barrs Road, Cradley Heath, West Midlands, B64 7HG.	16 th January 22 nd January	26	2
Hawes Lane Surgery Hawes Lane, Rowley Regis B65 9AF,	13 th February 14 th February	22	0
Mace Street Clinic Mace Street, Cradley Heath, West Midlands, B64 6HP	2 nd February 6 th February	34	3
Oakham Surgery 213 Regent Rd, Tividale, Oldbury B69 1RZ	24 th January 30 th January	20	0
The Practice Old Hill Priest House Ground Floor Priest Street, Cradley Heath B64 6JN	1 st February 8 th February	12	0
Portway Family Practice Portway Lifestyle Centre, Newbury Ln, Oldbury B69 1HE	18 th January 22 nd January	13	4
Regis Medical Practice Darby St, Rowley Regis B65 0BA	9 th January 11 th January	39	4
Rood End Medical Centre 182-184 Vicarage Road Oldbury, West Midlands B68 8JB	11 th January 18 th January	18	1
Rowley Village Surgery 91 Rowley Village, Rowley Regis B65 9EN	31 st January 8 th February	16	0
TOTAL	20 visits	245	15



Appendix Two: Demographic Information









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
Churchview Surgery 239 Halesowen Road, Cradley Heath, West Midlands, B64 6JE												
45	1	6	39	0	3	6	36	2	38	5	0	45
Haden Vale Medical Practice 50 Barrs Road, Cradley Heath, West Midlands, B64 7HG.												
26	2	1	25	0	1	2	23	1	22	3	0	26
Hawes Lane Surgery Hawes Lane, Rowley Regis B65 9AF,												
22	0	1	21	0	4	1	17	3	17	2	0	22
Mace Street Clinic Mace Street, Cradley Heath, West Midlands, B64 6HP												
34	3	2	32	0	1	6	27	0	28	6	0	34
Oakham Surgery 213 Regent Rd, Tividale, Oldbury B69 1RZ												
20	0	14	6	0	4	3	13	1	19	0	0	20
The Practice Old Hill Priest House Ground Floor Priest Street, Cradley Heath B64 6JN												
12	0	5	7	0	5	5	2	3	8	1	1	11
Portway Family Practice Portway Lifestyle Centre, Newbury Ln, Oldbury B69 1HE												
13	4	1	12	0	2	0	11	1	11	0	0	13
Regis Medical Centre Darby St, Rowley Regis B65 0BA												
39	4	16	23	0	16	17	6	8	27	4	1	38



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
Rood End Medical Centre1 82-184 Vicarage Road Oldbury, West Midlands B68 8JB												
18	1	0	18	0	0	7	11	0	17	1	0	18
Rowley Village Surgery 91 Rowley Village, Rowley Regis B65 9EN												
16	0	6	10	0	5	0	11	1	13	2	0	16



Appendix Four

Overview of Findings

