



healthwatch
Sandwell



Patient Participation Group

West Bromwich

Report by Healthwatch Sandwell

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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 July and August 2018 HWS visited all the GP Practices in West Bromwich 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 each Practice thought they knew what a PPG was. In one Surgery over 50% of those surveyed said they knew what a PPG was. Of the 203 people surveyed 3% are involved in 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 203 people completed the survey and a mix of working and non-working responded. 44% 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 17 GP practices in West Bromwich, 17 visits took place (1 per practice) between July and August. It was decided to again only visit each GP practice once due to time constraints.

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

West Bromwich is a culturally diverse area 66.2% of people living in West Bromwich Central were born in England, however this ward ranks highest of all Sandwell wards in terms of population from Other White groups at 10.3%.

Findings and Results

A total of 203 people were interviewed. This included registered patients and non-registered patients.

28 people refused to participate. 9 of which were based on language requirements including British Sign Language and Romanian.

There was a diverse group of respondents: 41% were aged 25 – 49 and 1.5% 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 West Bromwich see appendix three.

24% knew what a PPG was and gave a range of answers which included:

"Patients with certain conditions get together to overcome their problems"

"Meetings at the Health Authority"

"Patients get together with a nurse and talk about what's wrong with them"



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

76% did not know what a PPG was.

8% knew that their GP practice had a PPG. However, 11% said that their practice did not have one and the remaining 81% did not know either way.

5% had received information about their PPG. This included being asked by their doctor to join the PPG, Text messages, letters and information on the notice board. 80% said that they had not received any information. The remaining 15% were not sure if they had received information about their PPG.

3% identified that they had been involved in their PPG. This was attendance at meetings and completing surveys.

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 once 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 West Bromwich 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 several 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

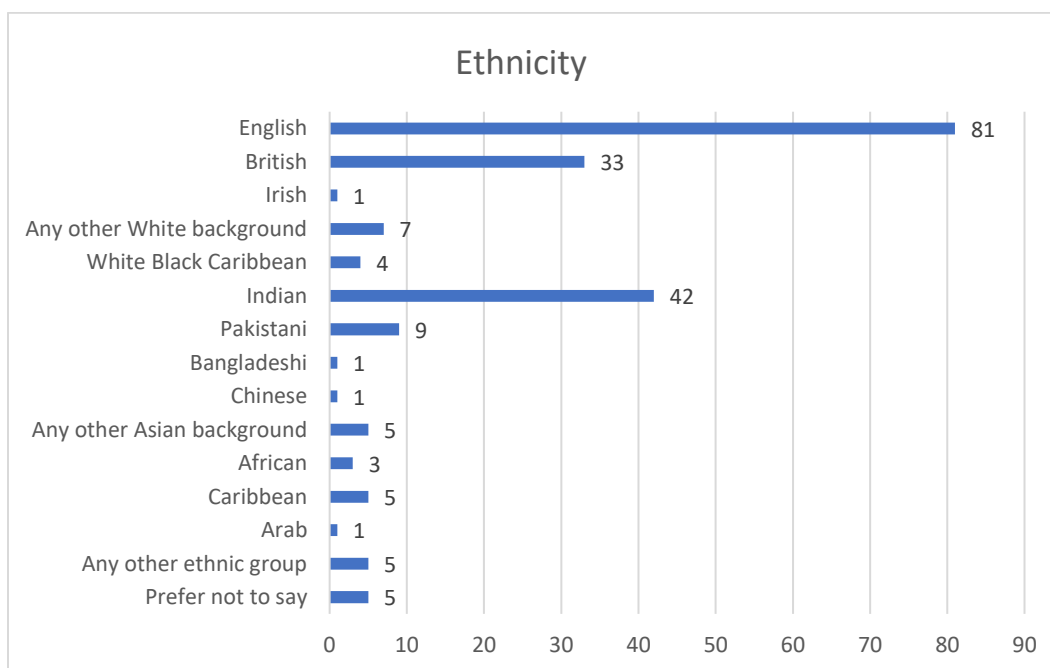
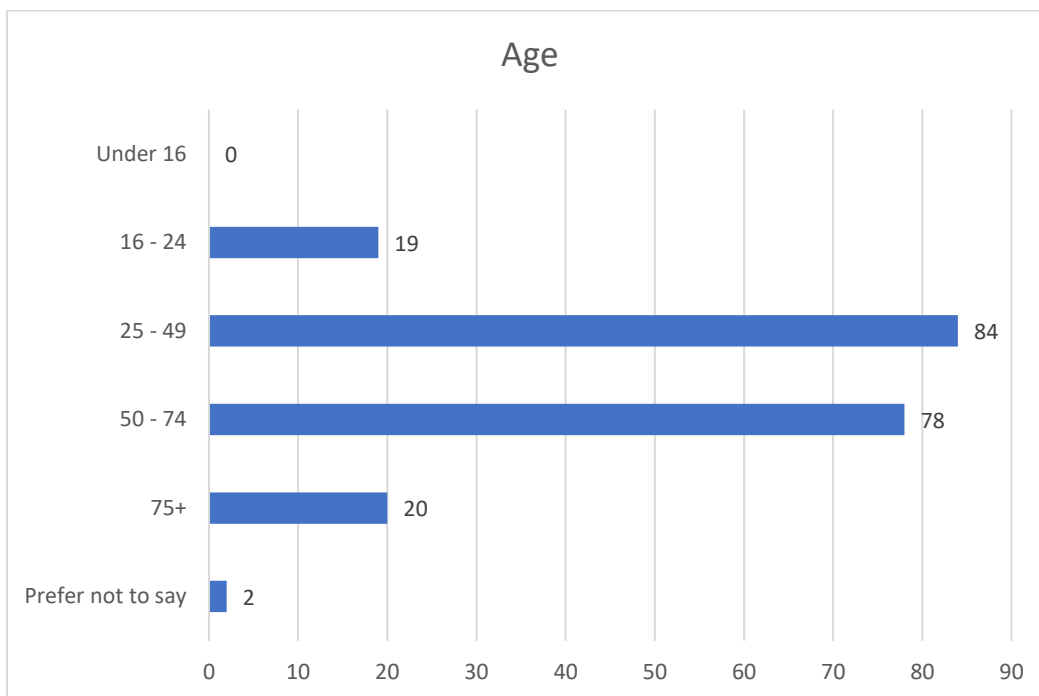
Name & address of surgery	Dates visited	Number of questionnaires completed	Number of refusals
Cambridge Street Surgery 1 Cambridge Street West Bromwich, B70 8HQ	12 th July	13	0
Carters Green Medical Centre 396 – 400 High Street West Bromwich, B70 9LB	11 th July	17	1
Dr Pal and Dr Jemahl 33 Newton Road Birmingham B43 6AA	11 th July	18	1
Great Bridge Partnership for Health – Yew Tree Surgery Yew Tree Healthy Living Centre Redwood Road, Walsall, WS5 4LB	10 th July	17	1
Great Bridge Partnership for Health – Cordley Street, 1a Cordley Street West Bromwich, B70 7AW	3 rd August	5	1
Linkway Medical Practice Lyng Centre for Health and Social Care, Frank Fisher Way West Bromwich, B70 7AW	11 th July	20	3
Dr Arora Lyng Centre for Health and Social Care, Frank Fisher Way West Bromwich, B70 7AW	10 th July	16	3
Dr Bassan St Paul's Partnership Lyng Centre for Health and Social Care, Frank Fisher Way West Bromwich, B70 7AW	11 th July	16	3
Lyng Centre for Health - Dr Dewan Lyng Centre for Health and Social Care, Frank Fisher Way West Bromwich, B70 7AW	25 th July	11	0
Malling Health – Parsonage Street GP Practice Parsonage Street West Bromwich, B71 4DL	17 th July	5	0

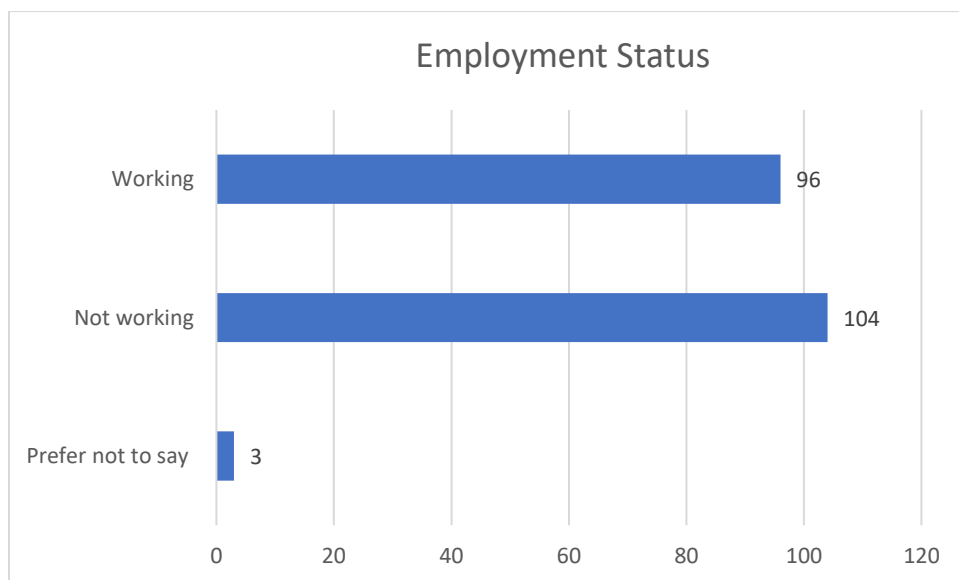
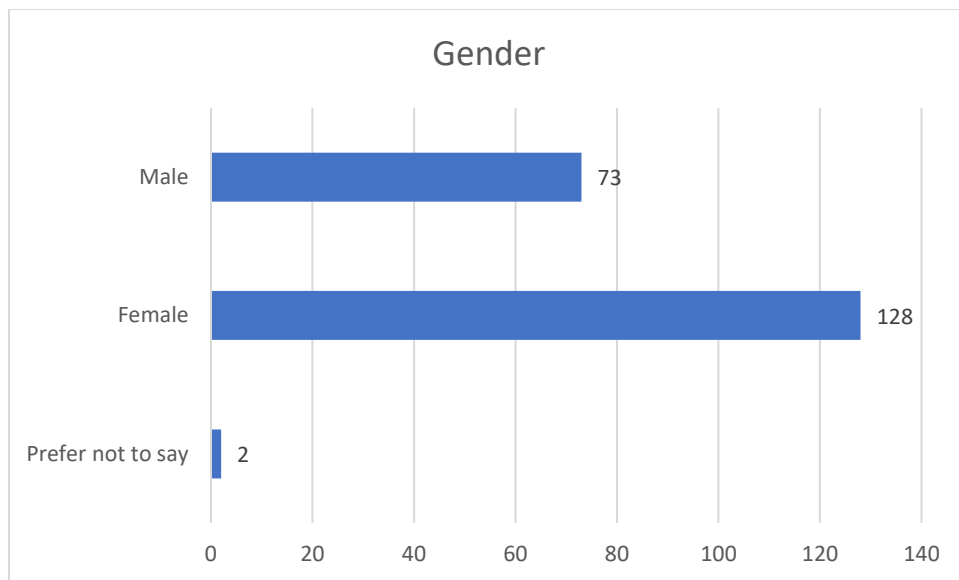


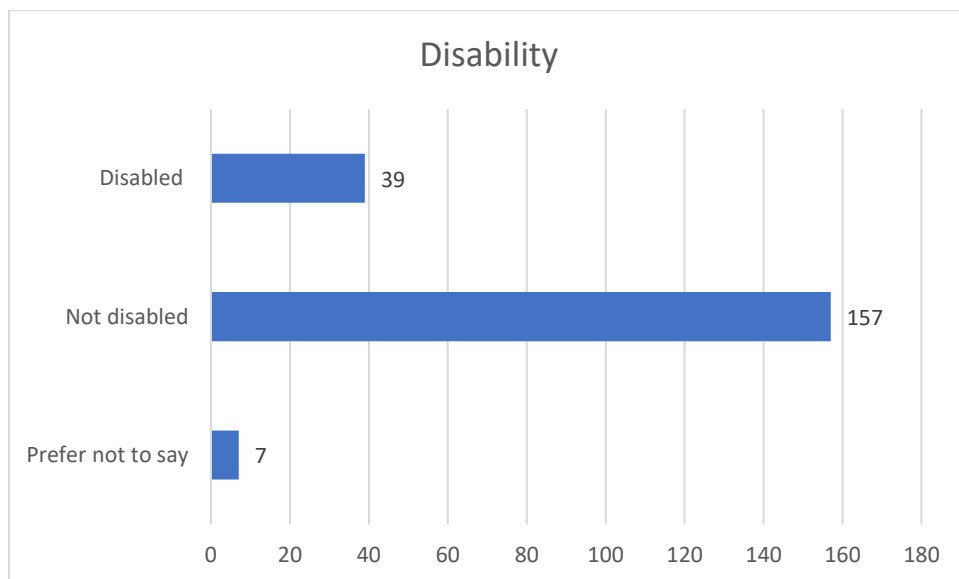
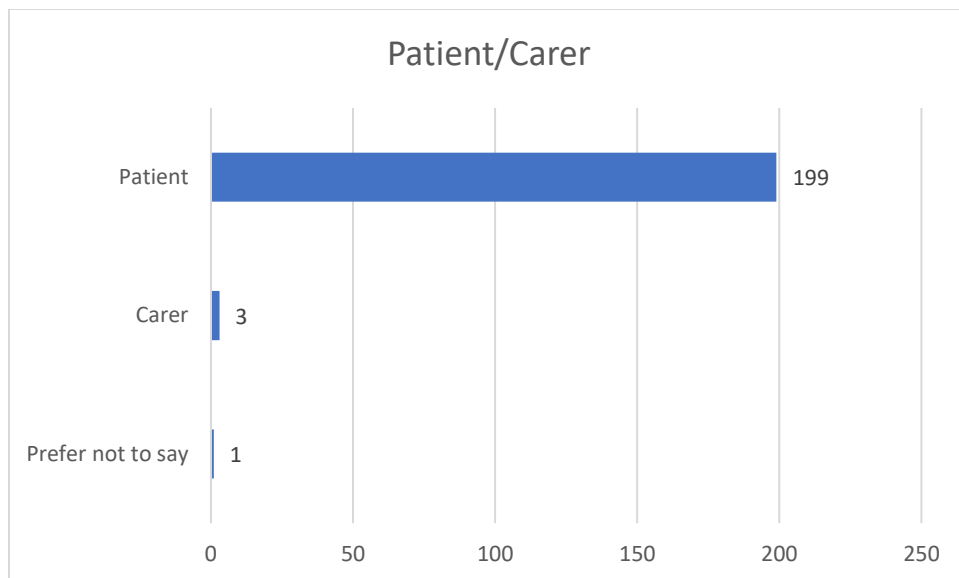
Name & address of surgery	Dates visited	Number of questionnaires completed	Number of refusals
NHS Tanhouse Clinic Hamstead Road Birmingham, B43 5EL	8 th August	11	2
Park House Surgery 134 Newton Road Birmingham, B43 6BT	7 th August	10	3
Primary Care Centre – Dr Haque Primary Care Centre 6 High Street, West Bromwich, B70 6JX	25 th August	8	3
Primary Care Centre – Dr Pathak Primary Care Centre 6 High Street, West Bromwich, B70 6JX	25 th August	7	3
Stone Cross Medical Centre 291 Walsall Road West Bromwich, B71 3LN	2 nd August	12	1
Sundial Surgery – Great Barr Sundial Lane, Great Barr, Birmingham, B43 6PA	27 th July	7	2
Clifton Lane Medical Centre The Surgery, Clifton Lane, West Bromwich, B71 3AS	3 rd August	10	1
TOTAL	17 visits	203	28



Appendix Two Demographic Information









Appendix Three

Findings from surgeries

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	Yes	No	Don't know	Yes	No	Don't know	Yes	No
Cambridge Street Surgery 1 Cambridge Street West Bromwich, B70 8HQ											
13	0	1	12	0	2	11	0	11	2	0	13
Carters Green Medical Centre 396 – 400 High Street West Bromwich, B70 9LB											
17	1	9	8	3	1	13	2	6	9	2	15
Dr Pal and Dr Jemahl 33 Newton Road Birmingham B43 6AA											
18	1	3	15	0	17	1	1	12	5	0	18
Great Bridge Partnership for Health – Yew Tree Surgery Yew Tree Healthy Living Centre Redwood Road, Walsall, WS5 4LB											
17	1	2	15	1	0	16	0	16	1	0	17
Great Bridge Partnership for Health – Cordley Street, 1a Cordley Street, West Bromwich, B70 7AW											
5	1	1	4	1	1	3	1	4	0	0	5
Linkway Medical Practice Lyng Centre for Health and Social Care, Frank Fisher Way West Bromwich, B70 7AW											
20	3	5	15	1	18	1	1	11	8	1	19
Dr Arora Lyng Centre for Health and Social Care, Frank Fisher Way West Bromwich, B70 7AW											
16	3	4	12	3	11	2	1	14	1	1	15



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	Yes	No	Don't know	Yes	No	Don't know	Yes	No
Dr Bassan St Paul's Partnership Lyng Centre for Health and Social Care, Frank Fisher Way West Bromwich, B70 7AW											
16	3	3	13	0	5	11	0	11	5	0	16
Lyng Centre for Health - Dr Dewan Lyng Centre for Health and Social Care, Frank Fisher Way West Bromwich, B70 7AW											
11	0	3	8	0	0	11	0	10	1	0	11
Malling Health – Parsonage Street GP Practice Parsonage Street, West Bromwich, B71 4DL											
5	0	3	2	2	0	3	2	2	1	0	5
NHS Tanhouse Clinic Hamstead Road, Birmingham, B43 5EL											
11	2	4	7	1	0	10	0	10	1	0	11
Park House Surgery 134 Newton Road, Birmingham, B43 6BT											
10	3	3	7	1	1	8	1	9	0	2	8
Primary Care Centre – Dr Haque Primary Care Centre 6 High Street, West Bromwich, B70 6JX											
8	3	1	7	0	0	8	0	8	0	0	8
Primary Care Centre – Dr Pathak Primary Care Centre 6 High Street, West Bromwich, B70 6JX											
7	3	2	5	3	0	4	2	3	2	0	7
Stone Cross Medical Centre 291 Walsall Road West Bromwich, B71 3LN											
12	1	3	9	0	0	12	0	9	3	0	12
12 Sundial Surgery – Great Barr Sundial Lane, Great Barr, Birmingham, B43 6PA											
7	2	2	5	1	1	5	0	7	0	0	7
Clifton Lane Medical Centre The Surgery, Clifton Lane, West Bromwich, B71 3AS											
10	1	1	9	0	0	10	0	8	2	0	10



Appendix Four
Overview of Findings

