

You Said – We Listened

There are 62 GP practices in Wigan Borough, most of which have an active Patient Participation Group (PPG). Back at the beginning of 2017 we asked PPG groups to complete a survey to find out how well they were functioning and if they had any support or development needs.

On the back of the survey results, members of Patients Forum helped to write an action plan and we have set up a PPG Development working group, made up of local PPG members, to progress the actions.

This document describes the feedback we received from PPGs and what has been done as a result.

REF	YOU SAID	WE LISTENED
1.	The majority of PPGs who responded to the survey, 80%, said they were chaired by a patient. This means that 20% are chaired by someone at the practice.	It is up to individual practices and PPGs to determine how they want to function. For those PPG members who may wish to take up the position of Chair we have made sure that 'Chairing a Meeting' is one of the modules on the free PPG training programme.
2.	The number of members of PPGs across the Borough varies and lots of people said that recruitment is one of the biggest issues they face.	We will be working with the PPG Development working group on a campaign to get more people involved. As part of this we have offered to refresh resources for PPGs to help attract people to join the PPG. We are due to work with the Lowton, Ince, Golborne and Ashton (LIGA) Cluster PPG on a video about the benefits of joining a PPG that could be put on the TV media screens.

		<p>We have been trying to get PPGs to think a little differently about how they might get more people involved. As part of the PPG training programme we have included an 'Introduction to Social Media' and a 'How to involve patients' modules to get groups thinking about how they might involve people who don't want to attend a formal meeting.</p>
3.	PPGs across the Borough meet at different frequencies.	<p>It is for practices and PPGs to decide how often they meet and there are no rules around this.</p> <p>To make it easier for PPG groups to decide when it might be best to meet, at the beginning of April 2018 we realigned CCG meeting dates to make sure that Patients Forum and Cluster PPG meetings happen in alternate months.</p>
4.	50% of PPGs that responded said they have a virtual PPG group but most could not describe how it worked or if it was effective.	<p>We know that many practices have an email contact list that they call a virtual group but they are not always effective.</p> <p>We are trying to get PPGs to think a little differently about how they might run a virtual group for example on Social Media and this is why we included the 'Introduction to Social Media' course on the training programme.</p> <p>We will happily provide any 1:1 support to PPG groups who might want to start using social media to engage with more patients and we attended a PPG in Ashton recently to discuss this.</p>
5.	PPGs listed a whole range of topics and speakers they have had at past meeting.	<p>Using the responses to the survey, we updated the list of speakers in the PPG Toolkit document with any new topics/speakers we were made aware of.</p> <p>Cluster PPG meetings have updates from individual PPG groups as a standing item to make sure groups can tell each other about any topics or speakers they have recently had.</p>
6.	One respondent said the PPG was difficult as they get no money from	<p>A few years ago practices were incentivised by NHS England to set up a PPG and received extra money for this. NHS England then decided to move the</p>

	the Government for it.	<p>requirement to have a PPG within the main practice contract.</p> <p>For the past few years, Wigan Borough CCG has made a local investment in PPGs. For the year 2018 / 2019 it has just been agreed that practices will get up to £300 a year for having a PPG. This money is within the schedule for the Primary Care Standards and the expectation is that practices will set this money aside for the PPG to use.</p>
7.	The majority of PPGs who responded, 83.87%, had not been successful in attracting younger people to join the PPG.	<p>As we have already described, we have been trying to get PPGs to start thinking about different ways in which they can involve a more diverse range of people. As part of the PPG training programme we have included an 'Introduction to Social Media' and a 'How to involve patients' module to get groups thinking a little differently about how they can get more people involved.</p> <p>We are also working with Wigan Council to explore how we could work with their young people networks to get the voice of young people in practices.</p>
8.	The majority of people PPGs who responded, 67.86%, said they knew how to raise an issue about local services but 32.14% said they did not.	<p>Cluster PPG meetings are the forum in which individual PPGs can escalate an issue about local services to the CCG. Many Cluster PPG groups do this successfully.</p> <p>For the PPGs who don't engage with the Cluster PPG meetings we will produce a 1 page document which summarises how they can raise concerns and giving key contacts.</p>
9.	The use of acronyms and terms can be confusing.	<p>The Communications and Engagement Team has made a commitment to not use jargon or acronyms in any of the information we send out.</p> <p>We have included a full glossary of terms, including the new terms around Clusters, in the updated PPG Toolkit.</p>
10.	PPGs would find training really	In February 2018 we were thrilled to launch the FREE training programme for

	<p>useful, the most popular training requested was 'Understanding the local NHS'.</p>	<p>PPG members and residents. So far we have delivered the following modules:</p> <ol style="list-style-type: none"> 1. Introduction to social media 2. Introducing the local NHS – which also describes where local PPGs fit in the structure and how they can influence decisions 3. How to involve patients 4. Chairing a meeting 5. Committee Skills 6. Dementia Friends 7. Autism Friends 8. Minute Taking <p>We will be planning in the next 6 months of training which will include the following NEW modules as well as a repeat of the above; Deaf Awareness Training, Equality & Diversity, PPG New Members welcome and CPR/De-fib training.</p>
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