

Different ways to get people involved

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Housekeeping

- Introductions
- Timing of session
- Breaks
- Toilets
- Fire alarm
- Parking Board
- Training Evaluation - important

Today we will cover

- 1) The role of Patient Participation Groups (PPGs)
- 2) Different ways to get people involved (including case studies)
- 3) How you can link into wider engagement structures

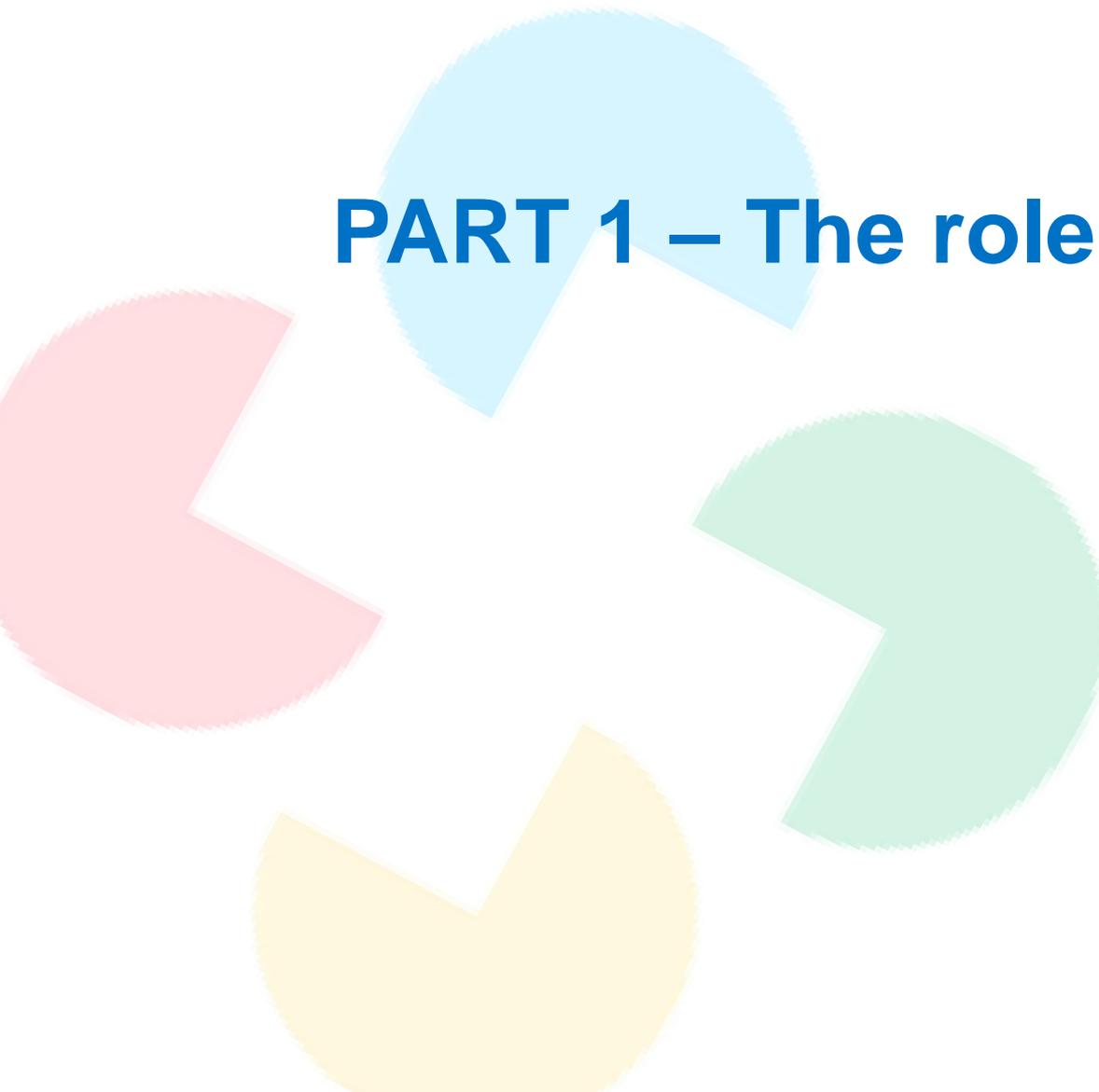


Discussion

- ❖ Introduce yourselves
- ❖ What are you hoping to get out of today?



PART 1 – The role of PPGs



Role of a PPG

- To work alongside the practice team to make sure patients at the practice get the best possible service
- To be involved in specific projects/work that can help achieve better outcomes for the patients
- To offer the practice an alternative view and think of things they might not have thought about
- To be involved in (or at the very least consulted on) practice changes
- May not have decision making powers – but should have an opportunity to influence!

Leigh Cluster PPG motto – Do it with us, not to us!

Discussion

- 1) Do you agree with that description of the role of a PPG?
- 2) Can you do all that if you don't know the views / opinions of the wider patient body



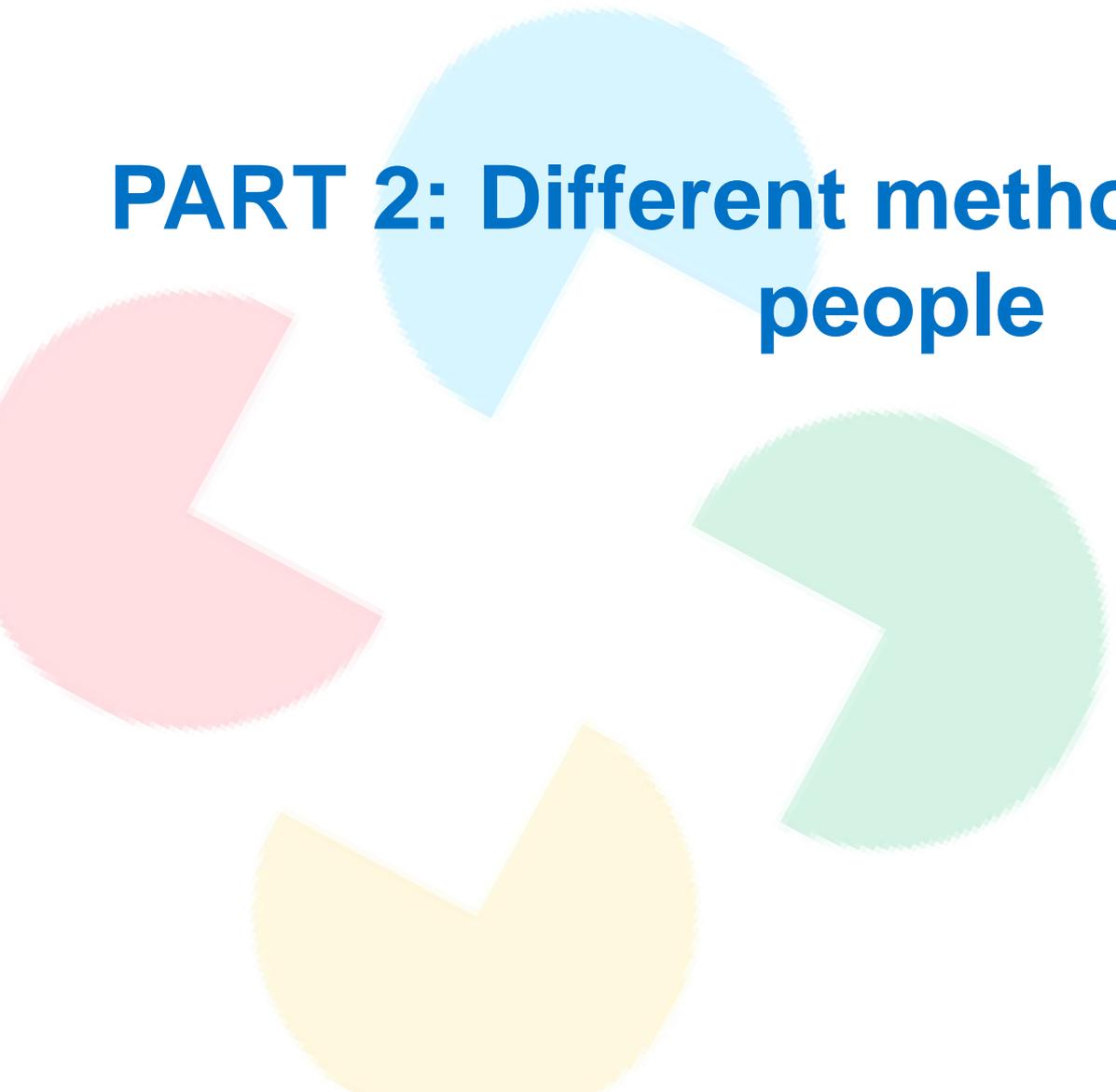
The issues?

PPGs often talk to us about:

- 1) How they can get to understand the wider issues / opinion of patients
- 2) How difficult it is to get new (and more diverse) people involved in the PPG

Discussion - What do you think? Are these the types of issues your PPG has?

PART 2: Different methods to involve people

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We will talk about...

- 1) Surveys
- 2) Being in the practice waiting room
- 3) Social Media
- 4) Community & Voluntary Sector links
- 5) Readers Panel
- 6) Practice TV screens & boards
- 7) Focus Groups

1. Surveys

- Gather lots of information and feedback
- Distribute it in different ways
- People might be more honest if it is anonymous?
- Maximise the contact – standard Q on the end would you like to join the PPG?
- Designing a good/effective survey can be a challenge

Tips:

- Keep it as short as possible & only ask relevant Qs
- Language understandable and in plain English
- Think about a range of methods for distributing it (in person, online, text message, website, social media)

EXAMPLE – Shevington Patient Participation Group

Go into the practice to gather Friends and Family Test data from patients and input on behalf of the practice. Increases responses!

Example

We still have lots of PPGs in the Borough who run an annual Patient Survey for the practice. They do the survey and then write an action plan with the practice.

Discussion – do any of the PPGs you belong to do an annual survey? If so, what are the key benefits / challenges you face?

A survey doesn't have to be an annual 'big bang' tell us what you think of the practice as a whole. You can use surveys to get the opinions of people on smaller topics.

Example: Dr K K Chan practice survey about potential practice merger

2. Be present in the practice

This has been really effective for us on different projects.

- Often have a willing audience and can gather lots of info
- Meet people and encourage them to get involved
- Can take a lot of time and sometimes people don't want to talk
- You won't reach anyone who doesn't attend the surgery

Tips:

- Think about how you approach the conversation in a standard way
- Supporting information for people to take away?
- Find out when the practice will be busiest
- Know where to signpost people if they raise an issue/complaint

Examples

Lots of practice have done this – some recent examples:

- **Medicentre Ashton** – in the waiting room talking to people about Patient Online (supported by CCG Communication and Engagement Team) Signed up 100 – 150 people!
- **Dr K Chan** – in the waiting room talking to patients about a possible practice merger
- **Lilford Park** – stand in the waiting room to publicise the PPG and what it does
- **CCG consultation on the future of seven practices** – lots of time spent in the waiting rooms of these practices talking to patients about the consultation and encouraging people to take part. Got lots of great insight, but the topic was quite complex

3. Social Media

Things like Facebook, Twitter, Instagram, Snapchat

- Lots of people might use it (particularly younger generations)
- Could reach people who don't want to join the PPG
- Doesn't cost anything and can be quick
- Need to agree how to resource it, time you can give and some ground rules
- Some practices already have Facebook/Twitter that could be used more for the PPG and engagement

Tips:

- Keep the content interesting & fun
- Think about how you might use things like closed groups or polls

A couple of examples to look up:

- Pennygate Medical Centre (Facebook)
- Brookmill Medical Centre (Twitter)

4. Community & voluntary sector links

- Hundreds in the Borough who want to work with Primary Care (GP practices) to get people accessing services/support
- Explore role PPGs could play – e.g Shevington part of Community Association
- PPG could build relationships and help improve patient outcomes
- The Carers Centre for example do a lot of work with local practices to make sure carers get the support they need
- Citizens Advice Bureau are currently working with Beech Hill practice and their PPG
- Standish practice and PPG are currently working with the Stroke Association
- Some PPGs fundraise

Discussion - Do any of you fundraising for Voluntary, Charitable, Community Sector groups?

5. Readers Panel

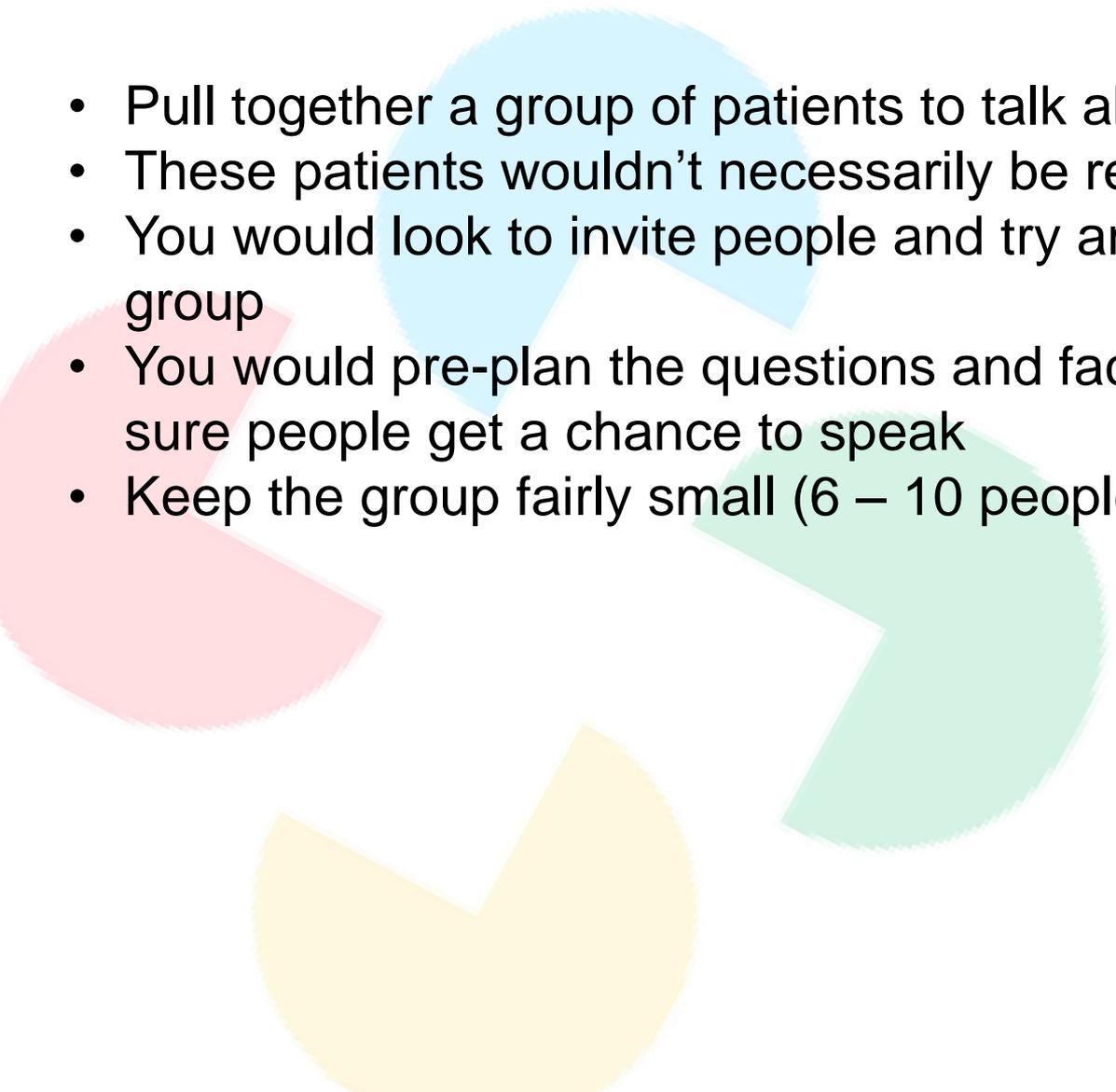
- A group of people who would be willing to read written patient information before it is published (e.g. practice leaflets, surveys, letters) before it is published
- Can make sure it is written in user friendly, plain English
- The CCG has a Readers Panel that has been involved in reviewing lots of different documents – many of the Readers Panel are people who won't come to other events/meetings we do, they like to receive and review information

Discussion - Are any PPGs currently involved in things like this?

6. Practice TV screens and info boards

- Are practices and PPGs utilising the Practice TV screens and boards to the greatest advantage?
- Practices can add things to the screen (contact us if there are any issues)
- You could promote the PPG on the TV screens (many already do)
- Beyond this are there any services/issues/engagement work that you could publicise on the TV screens?
- To set one up you do it on PowerPoint and then save it as a video – we can help show you how to do it!

7. Focus Groups

- Pull together a group of patients to talk about a particular issue
 - These patients wouldn't necessarily be regular PPG members
 - You would look to invite people and try and make it a diverse group
 - You would pre-plan the questions and facilitation is key to make sure people get a chance to speak
 - Keep the group fairly small (6 – 10 people)
- 
- The background features several large, semi-transparent, overlapping shapes in light blue, pink, green, and yellow, creating a decorative, abstract pattern.

Discussion

1. Would you use any of these methods?
2. Would you be interested in any further / specific training about any of the methods?

You have a chance to shape what we include in the PPG training programme for the rest of the year!

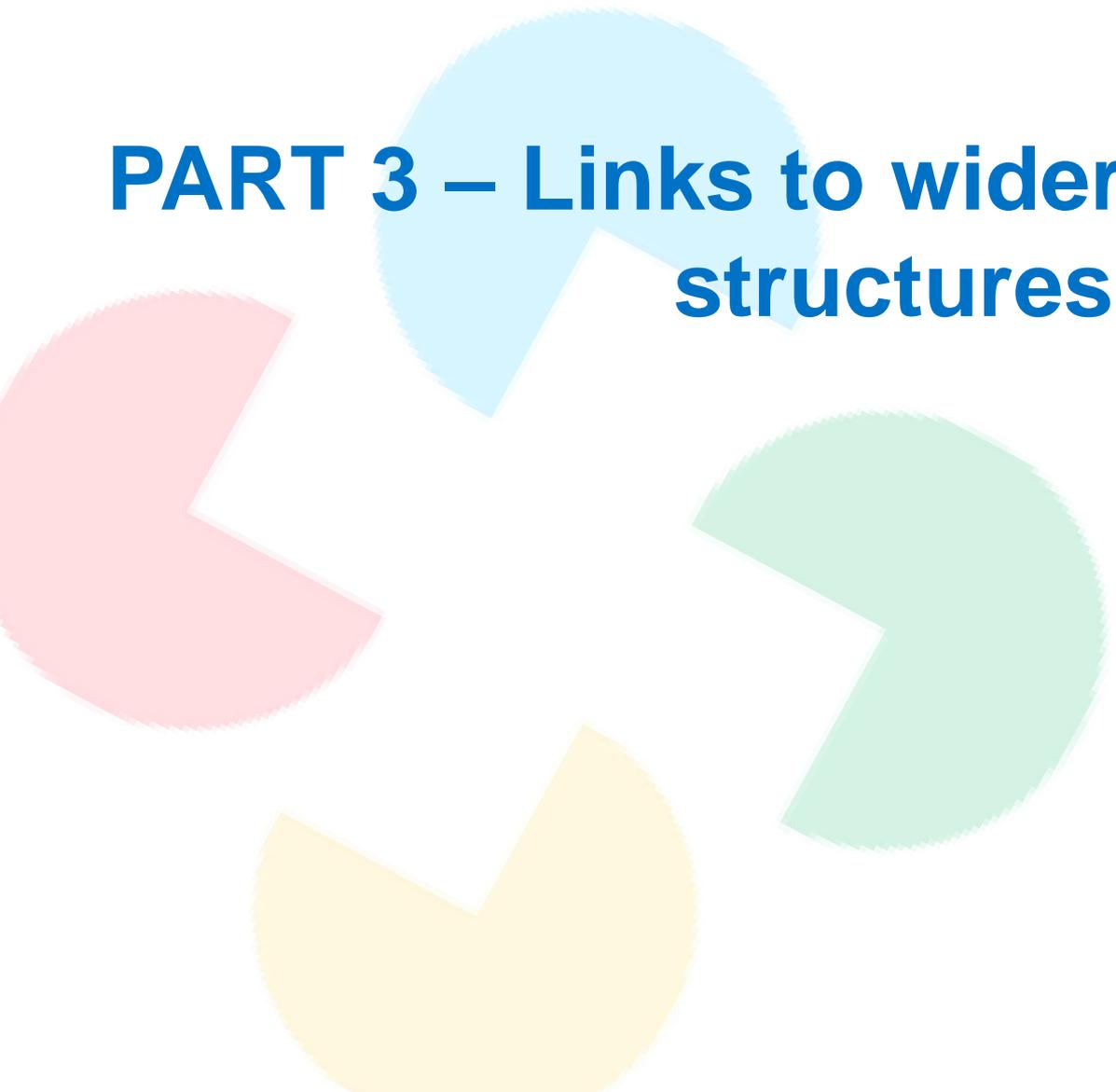


Feedback

- Is key!
- People need to know how their views/opinions have been taken into account (or if not, explain why)
- Can be done in a range of ways:
 - Include in newsletters
 - 'You Said, We Listened' summary
 - Video for TV screen
 - Posted on website, availability in reception etc

Discussion - If we can demonstrate that involvement makes a difference do you think it would encourage more people to get involved with the PPG?

PART 3 – Links to wider engagement structures

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Wider Engagement Structures

Discussion:

1. Do you know what to do if you get something that can't be dealt with at practice level?
2. Do you know where to go if you want to speak to patients from other local groups?

Cluster PPGs

- All of our practices are organised into geographic groups – Clusters.
- Every two months we bring together patients from each Cluster to meet
- Do you know which Cluster you are part of?

Patients Forum

- CCGs Patients Forum meets every two months
- Any local resident is welcome
- The issues the Forum tends to look at more high level issues, such as commissioning and strategy



That's all Folks!

**Is there anything else we haven't covered?
Or any questions you haven't had chance to ask?**

The word 'thank' is written in a black, cursive font. Below it, the word 'YOU' is written in a bold, black, sans-serif font. The text is surrounded by several gold stars of varying sizes and colors (blue, green, yellow). There are also large, semi-transparent shapes in the background: a blue circle behind 'thank', a pink circle on the left, a green circle behind 'YOU', and a yellow circle at the bottom.

Please complete an evaluation form.

Contact;

shapeyournhs@wiganboroughccg.nhs.uk or 01942 482711