

# PATIENT PARTICIPATION GROUPS NEWSLETTER

Issue 1 – February 2010



## Introduction

Phil Brice, Director of Corporate Services and Communications, NHS Somerset

Welcome to this first newsletter produced by NHS Somerset to support and promote the work being done by the growing number of existing and developing Patient Participation Groups across the county. As part of our work as a pilot site with the National Association for Patient Participation (NAPP), we have developed, in partnership with all those who have contributed to the programme, a range of supporting materials which practices and patients felt would be helpful either to get things started or to move existing groups forward.

One of the suggested items was a regular newsletter providing updates on the pilot programme, signposting to supporting material and giving examples of what is going on around the county which groups and practices might like to replicate or explore further. I hope that you will find the information in this newsletter interesting and helpful. There is a lot of good work going on and we are keen to share the ideas and opportunities with all practices who have groups – and those who do not – to show what can be achieved.

This is, of course, our first edition and we would welcome your thoughts and comments on this newsletter and contributions for the next edition.

## Ilminster North Street Surgery Patient Participation Group

Paul Eminson, Chair, North Street Patient Participation Group

### "On-line survey"

Our surgery has benefited from the support of a "Friends" group for many years. From this group has now grown a completely separate PPG inaugurated in November 2009. One of the first decisions our embryo committee decided was to utilise the internet wherever possible, not only for keeping members informed of PPG activities but also surveys, and a method of contact, e-mail is our preferred means of communication wherever possible.



The website [www.ilminsterppg.org.uk](http://www.ilminsterppg.org.uk) is now up and running. The site can be easily maintained, by authorised members, adding text, photographs or PDF files and is proving to be most useful. The site also includes links to other health related sites, local hospitals, NAPP, and other PPGs, in addition to a "health" news feed from the BBC which is updated constantly. Surveys - We have already run our first on-line satisfaction survey in conjunction with a paper based version. On-line survey software is free via Survey Monkey ([www.surveymonkey.com](http://www.surveymonkey.com)) but does have a limitation on the number of questions per survey, which may not exceed 10, we are however not limited as to the number of different surveys we may conduct concurrently. The set up and maintenance of surveys and the collation of results is handled by simple on-screen step by step instructions. More advanced versions are available at a cost, but at this stage the free version is more than adequate for our PPG needs.

Photograph above shows (left to right): Susan Harris, Practice Manager Summervale Surgery, Katie Packham, Practice Manager, North Street Surgery, Dr Patuck, GP, Summervale Surgery



## NETWORKING

Would your Patient Participation Group Chair be interested in becoming part of a Somerset-wide Patient Participation Group Network to share information and ideas. **Or** would you be willing to help another local Patient Participation Group in the initial stages of setting up a group by attending their first few meetings to give some guidance and share ideas? If so, please contact Christine Lincoln (contact details on the back).

## Making the Most of Patient Participation Groups

Christine Lincoln, Senior Patient Experience Administrator, NHS Somerset

### THE FIRST YEAR

NHS Somerset is one of eleven pilot sites in the country selected by the Department of Health to take part in a two year project with the National Association of Patient Participation (NAPP). The aim of this project is to further develop Patient Participation Groups across Somerset so that GP practices have a better understanding of how patients can contribute to:

- commissioning services for that practice area
- looking at self care
- tackling health inequalities
- health promotion activities

In December 2007 there were 12 practices in Somerset with a Patient Participation Group and 25 had expressed an interest in setting one up.

An initial meeting was held with Graham Box (Chief Executive) and Audrey Hoggard (Project Manager) from the National Association of Patient Participation in November 2008 and a project group was formed with the following members:

- Phil Brice, Director of Corporate Services and Communications, NHS Somerset
- Margaret Grizzell, Patient and Public Involvement Lead, NHS Somerset
- Jo Purvis, JSNA Project Manager, NHS Somerset
- Tanya Whittle, Associate Director of Primary Care Development, NHS Somerset
- Barry Moyse, Chair, Somerset Local Medical Committee
- Jayne Nicholas, WyvernHealth.Com
- John Bradley, Chair, Wincanton Health Centre Patient Participation Group
- Valerie Byrne, Chair, Wellington Medical Centre Patient Participation Group
- Michael Ireland, Chair, Porlock medical Centre Patient Participation Group
- Clive Oakley, Chair Exmoor Medical Centre Patient Participation Group

Throughout this process NHS Somerset has been fully supported by WyvernHealth.com and the Local Medical Committee who have made valuable contributions to the project group.

### Workshops

Programmes of workshops were arranged for April and May 2009 and these were held at Bower Hinton (for the Yeovil area), Bridgwater, Shepton Mallet and Taunton.

These workshops were attended by 53 people representing 27 GP Practices. Delegates included Practice Managers, Patient Participation Group Chairs and patients. Clive Oakley came up with the concept of 'Speed Dating' where delegates were split into three groups and each group spent 15 minutes with two experts from the Pilot Steering Group discussing different topics:

- supporting the development of a network of Patient Participation Groups
- giving interested practices information and help on setting up a Patient Participation Group
- how Patient Participation Groups can influence commissioning activities

### Conference

A Somerset-wide conference 'Making the Most of Patient Participation Groups' was held on 1 July 2009 at Lyngford House, Taunton, aimed at GP Practices with a Patient Participation Group and people who had previously attended the four workshops. This was attended by 47 people representing 24 GP Practices.

The conference was in a similar format to the workshops. Delegates were split into three large discussion groups where they discussed a theme for 20 minutes with the experts. The experts then moved to the next group who added ideas to these themes and the final group discussed these issues further. The experts were:

Graham Box  
Phil Brice  
Margaret Grizzell

Michael Ireland  
Jayne Nicholas  
Clive Oakley

Jo Purvis,  
Ann Van Vliet (NHS Somerset)  
David Slack (NHS Somerset)



Photograph shows David Slack and Jayne Nicholas running a discussion group

### THE SECOND YEAR

In December 2009 NHS Somerset carried out another stock take of Patient Participation Groups around Somerset. The Patient Participation Groups had increased to 35, which represents 21 established groups and 14 emerging groups (have held at least one meeting). A further 19 Practices were actively planning a Patient Participation Group

Further information about this article can be found in the report 'The Development of Patient Participation Groups Across Somerset' on the website at [www.somerset.nhs.uk/welcome/have-your-say](http://www.somerset.nhs.uk/welcome/have-your-say).

## Exmoor Medical Centre Patient Participation Group, Dulverton

Liz Oakley, Patient Exmoor Medical Centre



The Exmoor Medical Centre is a very rural Practice covering over 300 square miles of Exmoor and its foothills, and extending into Devon in places. There are a considerable number of remote homesteads on the moors where some very elderly and housebound patients live. There is virtually no public transport – just a large number of sheep. Return trips of over 25 miles to the surgery are by no means uncommon and are particularly challenging in bad weather.

When it was formed over six years ago, the Patient Group gave top priority to ensuring that every patient had access to the best medical care available regardless of where they lived, a view fully shared by the doctors and staff of the Practice. This has meant that the Group has been involved as much with the providers of other services as with those provided by the surgery. We have consistently lobbied for better out-of-hours coverage and the use of cross-border facilities in North Devon if they were nearer to the patient involved. When Choose and Book was launched, we persuaded the PCT to include North Devon District hospital in the choices available. Ambulance response times are regularly monitored and we added our voice to the plea to maintain the outreach village clinics despite the difficulty of staffing them with limited resources.

I read many articles about the success of Patient Groups countrywide and the many and varied activities with which they get involved. But I do get an uneasy feeling that in the excitement and adrenaline rush, some Groups are in danger of losing sight of their prime objective to understand the problems of, to be concerned for, to speak for and to lobby on behalf of each and every registered patient of the Practice. That is the only way to put patients at the centre of the National Health Service.

## Wincanton Participation Group

John Bradley, Chairman

Wincanton PPG has become an important conduit of information from the practice and both reaction and ideas from the patients. This was evident in the setting up of a telephone appointments system which weathered some strong criticism in the first instant to become most efficient. Now the PPG is devoting the second of its public information events in March to a presentation of the new Health Centre to be built in the town. The PPG will be represented on the development committee and this will be the first opportunity to seek the opinions and needs of the patients in its construction.

## Communications Tool Kit

Adapted from the NAPP Website

A Communications toolkit for Patient Participation Groups has been created by the growing Patient Participation Team in consultation with experts including GPs, Practice Managers, PPG members and Primary Care Trust representatives. This is a practical guide to help new and established groups engage with the local community, publicise their success in the media and become an ambassador for PPGs. This can also be downloaded at [www.growingppgs.com/resources/resources/communications-toolkit/](http://www.growingppgs.com/resources/resources/communications-toolkit/)



### Did you know .....

National Association of Patient Participation was set up in 1978  
NAPP is a registered charity  
Patient Participation Groups can affiliate to NAPP

### In England .....

25% of GP Practices had a Patient Participation Group in 2005  
37% of GP Practices had a Patient Participation Group in 2007  
41% of GP Practices had a Patient Participation Group in 2009  
The Department of Health has expressed a desire to see this double over the coming years

### In Somerset .....

NHS Somerset will pay the affiliation fee for the first year membership  
16% of GP Practices had a Patient Participation Group in 2007  
46% of GP Practices had a Patient Participation Group in 2009  
The aim is for 60% by April 2010



(left to right) Clive Oakley, Chair of Exmoor Medical Centre PPG, Graham Box, Chief Executive NAPP, David Slack, Director of Primary Care Development, NHS Somerset.  
(photograph from the Conference on 1 July 2009)

## Resources and Website

Christine Lincoln

On 9 November 2009 the Patient Participation Group webpage on the NHS Somerset website went live (<http://www.somerset.nhs.uk/welcome/have-your-say>).

There is a lot of information available to help start a Patient Participation Group such draft flyers inviting patients to join and example agendas for the first two meetings. There are also examples of Terms of Reference and a guide to troubleshooting.

There are links to other websites including the National Association of Patient Participation and WyvernHealth.com. Patient Participation Groups such as Irnham Lodge Patient Participation Group also have a link to the website.

The National Association of Patient Participation has produced a selection of handbooks to help set up a Patient Participation Group. All this information can be found on the website.

We hope this website will be a very useful source of information for all Patient Participation Groups, whether they are newly formed or well established. If your Patient Participation Group has a website and you would like this linked to the NHS Somerset page please send details to Christine Lincoln. The more information available the better!

## Health Promotion Day

Lynn Harling, GMS Contract Assistant

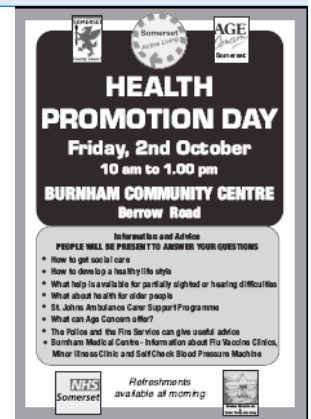
Burnham Medical Centre organised a Health Promotion day where Ken Hindle (PPG member) contacted various groups and organisations to attend the day including:

- Debbie Gibbons, Stroke Co-ordinator, West Somerset Stroke Rehabilitation Service
- Libbie Sheppard, Regional Information Officer, RNID South West
- Bob Telfer, Community Safety Officer, Bridgwater Group
- Lianne Mason, Health Promotion Co-ordinator, Health and Wellbeing
- Carolyn Arscott, health Promotions manager, Older People NHS Somerset

Their Diabetic Nurse also arranged for a representative to check glucose monitors for diabetic patients. The feedback from this was very positive – some patients appeared to be unaware that they would need replacing and that they could get free batteries.

Other representation included the Senior Practice Nurse and Senior Health Care Assistant (promoting the Flu Clinic and other BMC services) and a lady from our PPG, together with Debbie Hale, Management Partner, were able to listen to any comments from patients regarding services and also answer questions regarding the proposed Branch Surgery at Berrow.

Refreshments were available throughout the morning and there was a facility for attendees to leave their feedback. This was extremely positive, apart from one person who made the comment "I would have liked a choice of drinks to include HOT CHOCOLATE! Exhibition very helpful" which made us smile!!



## PPG s and Practice Based Commissioning (PBC)

Jayne Nicholas, Implementation Manager

PBC is about engaging general practice in the design of services to ensure high quality services for patients in local and convenient settings.

**WyvernHealth.Com** is the consortium of the 76 general practices in Somerset and has an aspiration for our community to have the best health and well being in England. To reach this aspiration we need to ask local people for their views on priorities and proposals that they wish to see developed. These are some of the issues we will seek opinions on:

- Setting the agenda for priorities
- Defining problems in pathways of care
- Using patients expertise to define and design solutions
- Influencing decisions on how to spend savings

Patient Participation groups will be an important resource for PBC and WyvernHealth.Com looks forward to working co-operatively with our local PPGs so that we can reflect the views of Somerset people.

Please see our website for more information: [www.wyvernhealth.com](http://www.wyvernhealth.com)



The next newsletter will be published in May 2010. If you would like your PPG to feature in this edition please send an article and photograph to Christine Lincoln by email to [Christine.Lincoln@somerset.nhs.uk](mailto:Christine.Lincoln@somerset.nhs.uk) by 30 April 2010.

NHS Somerset, Wynford House, Lufton Way, Yeovil, Somerset, BA22 8HR