

Thank you for your feedback following the PPG event on 12 June 2018. Generally, there was great positivity to the event, particularly around the venue, clarity of speakers and responses to the questions asked by the audience. The next PPG event will be in the winter, usually the end of November but we will let you know in advance once a date is confirmed.

I would like to pick up on the key comments and issues raised through the feedback forms, of which we received 10.

Definition

Recognising that expectation is key when assessing how affective a group may or may not be, it would seem sensible to start with defining what a PPG is. According to NAPP (National Association of Patient Participation):

Patient Participation Groups (PPGs) work in partnership with their practices to:

- help patients to take more responsibility for their health.
- contribute to the continuous improvement of services and quality of care
- foster improved communication between the practice and its patient
- provide practical support for the practice and help to implement change

According to the GP contract with the CCG:

The practice must maintain a group comprising some of its registered patients for the purpose of:

A) obtaining the views of patients who have attended the practice about the services delivered by the practice.

B) enabling the practice to receive feedback from its patients about those services.

Other groups may have their own definition of what a PPG is but it seems reasonable to expect that the purpose should be in line with these official descriptions.

Support for PPGs

Some attendees are wondering about practical support for PPGs so we thought it helpful to remind you about the guidance for PPGs available on the CCG website:

<https://www.coastalwestsussexccg.nhs.uk/advice-and-guidance-for-ppgs>

Recognising feedback that there could have been more time for networking, may we also remind you that there is a forum available on the CCGs website that will enable you to speak openly with members of other PPGs – to share learning and tips and even to share materials that you may have used to promote your events:

<https://www.coastalwestsussexccg.nhs.uk/ppgs-share-your-ideas>

In addition, the second PPG event later this year will have less of a structured agenda to allow more time to network and share ideas in the room.

GP practices operating without a PPG

It was noted at the event and you also told us in the feedback about how important it is that GP practices operating without a PPG are better supported and if appropriate, penalised for not having a PPG. Rather than punishment, the CCG take the stance of supporting and guiding practices which, for a host of reasons may be struggling to maintain a PPG.

Annually, the CCG asks each practice to declare that they have engaged with their PPG throughout the year, obtained feedback and acted upon such where required. Within Coastal West Sussex we have very few practices without an active PPG and we have measures in place to identify those practices that may need additional support in this area.

There are supporting materials available free of charge such as this guide to 'Building better participation' produced by NAPP in April 2016.

https://www.napp.org.uk/NAPP%20BBP_02_V6_WEB1.pdf

Sharing Positive Experiences

At the event you told us that practice managers are often pivotal to how effective a PPG is. Following on from this, we encourage PPG members with good news stories about how their PPG is operating or something special that it has achieved, to share their stories with us here at the CCG so that we can share these with practice managers and remind practices about how useful PPGs can be. So just let us know – have you had a successful event, or has a change been implemented at your practice as the result of feedback from patients?

- post: NHS Coastal West Sussex CCG, 1 The Causeway, Goring-by-Sea, West Sussex, BN12 6BT
- phone: [01903 708400](tel:01903708400)
- email: contactus.coastal@nhs.net

Question Time

It's great that most of your feedback told us that the questions were responded to clearly and efficiently by the speakers. We find that at these events, when there is a lot of information given that it is really useful for people to have the opportunity to freely ask questions. In the fashion of transparency we do not intend to start taking questions ahead of time, as we feel that this can often lead to somewhat scripted responses and can limit spontaneity.

We will take on board comments around giving everyone in the room a chance to speak and ask questions, and whilst we acknowledge that not everyone will feel comfortable doing this we plan to reinstate the comments box at future events, into which attendees can privately drop a thought or question that will be responded to asap.