

# St Katherines Surgery Patient Participation Group Report 2016/17

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## About the PPG

St Katherines Surgery has a longstanding Patient Participation Group (PPG) which has been active for over 15 years. The group consists of a volunteer Committee who give their time freely to attend quarterly meetings and also a group of registered patients that have expressed an interest in supporting the PPG committee in their activities, known as the Virtual Patient Participation Group.

The PPG currently has a total of 12 members of which 9 are registered patients of St Katherines Surgery and 3 are staff of St Katherines Surgery: a GP, the Assistant Practice Manager and the Lead Nurse. The PPG and St Katherines Surgery have been working to improve the demographics of the PPG Committee and Virtual PPG so that it better represents all groups of registered patients at the practice.

The PPG Committee has a Chairperson, a Vice Chairperson and a Secretary.

## Aims and Objectives of the PPG

The particular interest of the PPG is to help with improving and developing the services that are offered at the practice and to make sure that they are made accessible to the practice population whilst acting as a 'critical friend' to St Katherines Surgery. The PPG will also ensure that patients and carers are involved in the decisions about the range, shape and quality of services that are provided. The PPG works with the practice to ensure that it remains accountable and responsive to the needs of its patients and will advise on the patient and carer perspective to provide insight into the responsiveness and quality of the services.

The PPG also works hard to encourage patients to take a greater responsibility for their own and their families' health and have organised health promotion events aiming to improve health literacy. The group also ensures that patients are kept informed about wider issues that may affect their Primary Care and bring to the attention of the practice issues that are common to all patients or to underrepresented or seldom heard population groups.

The most important role of the PPG is to remain an established and well recognised link between patients, carers and the practice by developing effective methods of communication. The group shares patient experiences, views and suggestions with the healthcare professionals working at the practice and also with organisations such as Herefordshire Clinical Commissioning Group (CCG) and Healthwatch Herefordshire and Wye Valley NHS Trust

The role of the PPG in Primary Care is becoming ever more important and it is very positive that their potential to influence and improve services is now being recognised nationally by NHS England and local Clinical Commissioning Groups.

## What the PPG has done in 2016/17

The PPG has had a busy year and details of all the activities the group has undertaken are below:

### *Continued to hold quarterly meetings*



The PPG has met every quarter with an agenda which is contributed to by both patient and staff members of the Committee. The PPG Committee has recently agreed to meet more frequently to ensure full discussion of all agenda items as well as holding meetings specifically for invited speakers from outside organisations. Minutes of each PPG meeting are published on the St Katherines Surgery website.

### *Developing a Constitution*

The PPG has written a Constitution which has been agreed by all members of the Committee and the Practice. The Constitution sets out clearly the membership of the PPG, its aims and objectives and how these will be achieved.

### *Guests invited to speak with the PPG Committee*

The group has welcomed speakers to meetings which provide valuable opportunities to share information and learning and ensure that the PPG Committee can share the patient and carer perspective with organisations that can directly influence the services that are available in Herefordshire. The group has welcomed the following organisations:

-  Herefordshire Healthwatch
-  Primary Care at Scale (Taurus Healthcare)

### *Helping to develop a network of PPGs in Herefordshire*

The PPG has been working with Herefordshire CCG and Healthwatch Herefordshire to build and develop a countywide network of PPGs. This will allow PPGs in Herefordshire to better share learning with each other, to have a louder voice in the local healthcare community, to develop links with organisations and to better disseminate information to the patients registered at practices across the county. This piece of work is continuing and there will be further developments in 2017/18.

### *Developing a working relationship with the Ledbury Market Surgery PPG*

Representatives of the St Katherines Surgery PPG have met several times with representatives of the Ledbury Market Surgery PPG. They have used these opportunities to discuss matters which directly affect both practices and to work together to tackle important issues that affect the patient population. This approach will continue to develop into 2017/18.

### *Continued affiliation to the National Association for Patient Participation (NAPP)*

St Katherines Surgery PPG have been affiliated for many years to NAPP and aim to attend NAPP annual conferences. NAPP is an independent group set up to support the activities of PPGs across the country and is a great source of advice, research and learning on a wide variety of topics that affect Primary Care. Unfortunately we were unable to attend the national conference this year as it fell on the same day as the Ledbury Community Day which was attended by the PPG.

### *Represented at Ledbury Community Day*

Members of the PPG Committee had a stand at the Ledbury Community Day to represent both PPG Groups in Ledbury. The stand informed the population of Ledbury that both St Katherines Surgery and Ledbury Market Surgery had active PPG groups and explained the role of a PPG. The day was very useful and the group were approached by a number of patients from both

practices who had queries and suggestions. A summary of the queries that were raised and the answers that were given by St Katherines Surgery can be found at the end of this document.

### ***Writing and publication of the Practice Newsletter and other publications***

The practice produces a quarterly newsletter to keep patients up-to-date on any changes to services, general news about staff changes and also informative pieces about how to make the most of the healthcare services available to them. The PPG contributes to the content and also has a member with graphic design skills to create an eye-catching publication which patients really enjoy reading. The PPG also contributed to the design of leaflet available to patients 'The Problems We Face in Primary Care'.

### ***Re-introduction of magazines to the Patient Waiting Room***

Through the patient surveys carried out at the practice it was clear that many patients enjoyed having a magazine to read whilst waiting for their appointment with a GP or nurse. The PPG has agreed to help re-introduce reading material into the waiting room and to manage the magazines available to ensure that they are also of a presentable quality, appropriate for a waiting room and up-to-date.

### ***Providing support to the practice with commissioning of contracts for local services***

The PPG have worked very closely with the practice to support the negotiation of contracts for local services available to all residents of Ledbury and the surrounding countryside. The PPG has written letters of support, been a vital sounding board and a great boost to the morale of practice staff during what is a difficult and sometimes painful process!

### ***Attending meetings and events***

The PPG is represented at as many meetings as practically possible. In 2016 this has included:

- ✚ Herefordshire CCG Annual General Meeting
- ✚ Sustainability and Transformation Road Show Events
- ✚ Healthwatch Herefordshire Events
- ✚ Patient Engagement Events
- ✚ Wye Valley Trust Annual Public Meeting
- ✚ CCG/PPG network meetings

## **What the PPG plans to do in 2017/18**

Below is a summary of the activities that the PPG is planning for the coming year:

### ***Recruit new members to the PPG***

The PPG intends to run a campaign to raise the profile of the PPG with the patients of the practice to recruit members from demographic groups that are not currently represented on the group.

### ***Develop the Virtual PPG***

The PPG intends to recruit further patients to the Virtual PPG and to improve the engagement with the Committee and expand the activities that this group undertakes.

### ***Organise a Health Education Event***

The PPG will work with the Practice to identify a topic for a health education event designed to improve patients' understanding of a particular health issue and to benefit the health and wellbeing of affected patients and their carers.

### ***Develop a Signposting leaflet for patients***

The PPG would like to work with the new Wellbeing Information and Signposting Herefordshire (WISH) service, Herefordshire Council and Herefordshire CCG to develop resources for patients to help them better understand the services available locally to them.

### ***Invite further Guest Speakers to PPG Meetings***

The PPG will continue to engage with guest speakers from a wide variety of organisations in the healthcare sector.

### ***Assist in the development of a countywide network of PPGs***

The PPG will continue to work closely with Herefordshire CCG and Healthwatch Herefordshire to develop and strengthen the network of PPGs in Herefordshire. This will include building on the relationship between the two PPGs in Ledbury that together represent the local patient population of the town and surrounding countryside.

### ***Improve the Practice Waiting Room***

The PPG aims to fundraise to make improvements to the waiting room at the practice. Surveys carried out at the practice as well as personal experience have identified this as a project which will be much appreciated by patients and visitors to St Katherines Surgery.

### ***Review the Appointment System***

The PPG intend to carry out a patient survey of the appointment system at the practice to gather views on how the new 'Green, Amber, Red' system introduced at the beginning of 2016 has improved their access to making GP appointments.

### ***Continue to work with St Katherines Surgery to improve and secure services***

The PPG will continue to work closely with the staff at the practice to improve the services that are offered to patients. This includes continuing to negotiate for new local services which will benefit all the patients of Ledbury and the surrounding countryside as well as maintaining essential existing services, such as those at the local Health and Care Centre (Ledbury "Hospital".)

### ***Continue to produce quarterly Newsletter***

The PPG will continue to work with the practice to produce an informative and interesting newsletter for the patients. The newsletter aims to keep patients up-to-date with the latest practice news including information about the primary care system as a whole, local consultations about services (e.g. Herefordshire STP), how to access available services and up-and-coming events.

### ***Continue to attend meetings to inform PPG actions and priorities***

Representatives of the PPG Committee will continue to attend the meetings of Herefordshire CCG, Wye Valley Trust, Healthwatch Herefordshire and other organisations to ensure that the group has as much information as possible about the wider healthcare community. Information gained from such meetings and events will further inform the actions and priorities of both the PPG and the practice.