

Status of PPGs in Newham 2016/2017

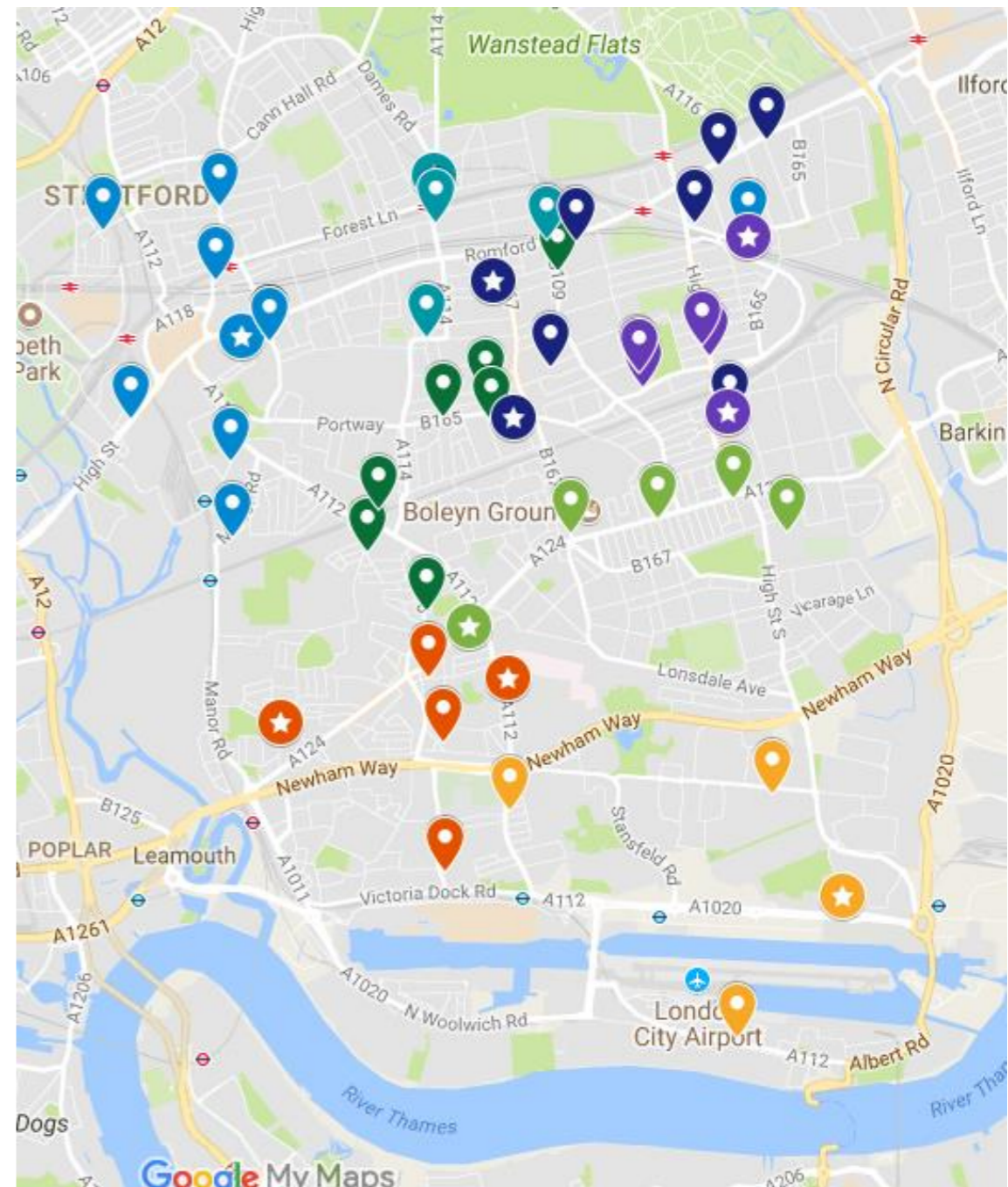
“I was invited to participate. I thought I can because I’m retired. I like the fact the Doctors update us about new services, and members can share the good knowledge we all have and learn from each other. We can take that knowledge back to our friends and family.” – PPG Member



Newham GP Practices

In 2016/17 Newham CCG carried out a mapping exercise of GP Practice Patient Participation Groups in Newham.

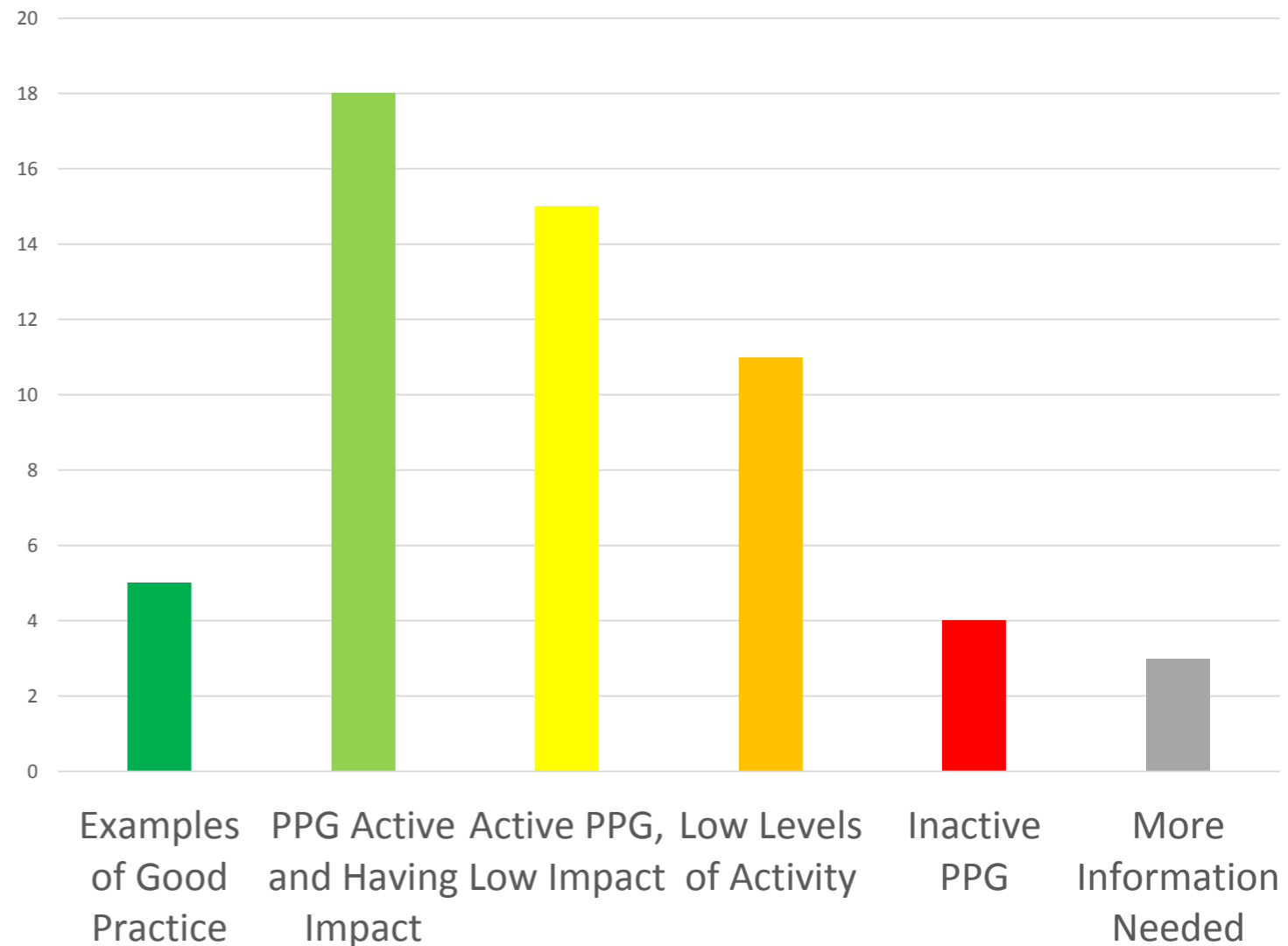
We spoke to all 53 practices in order to find out about their PPGs.



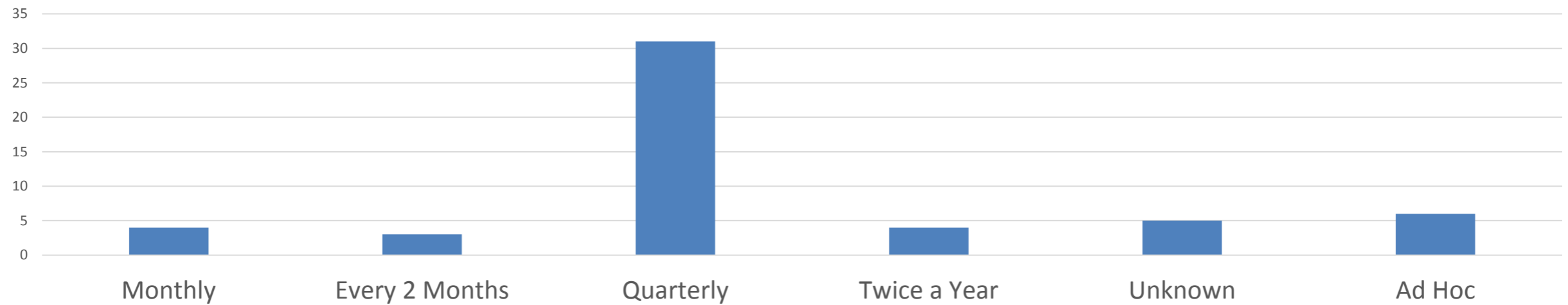
Levels of PPG Development

The majority of PPGs in Newham are actively meeting with their practice, engaging, and having positive impact for their patients.

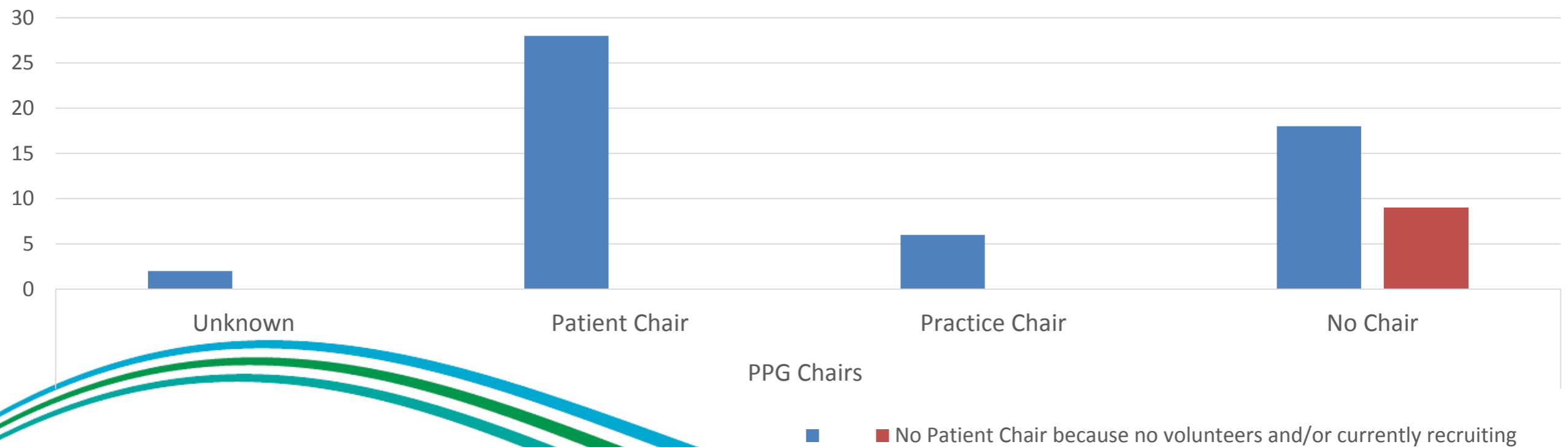
There were five PPGs who, at the time of the mapping, hadn't met for a number of months due to low attendance



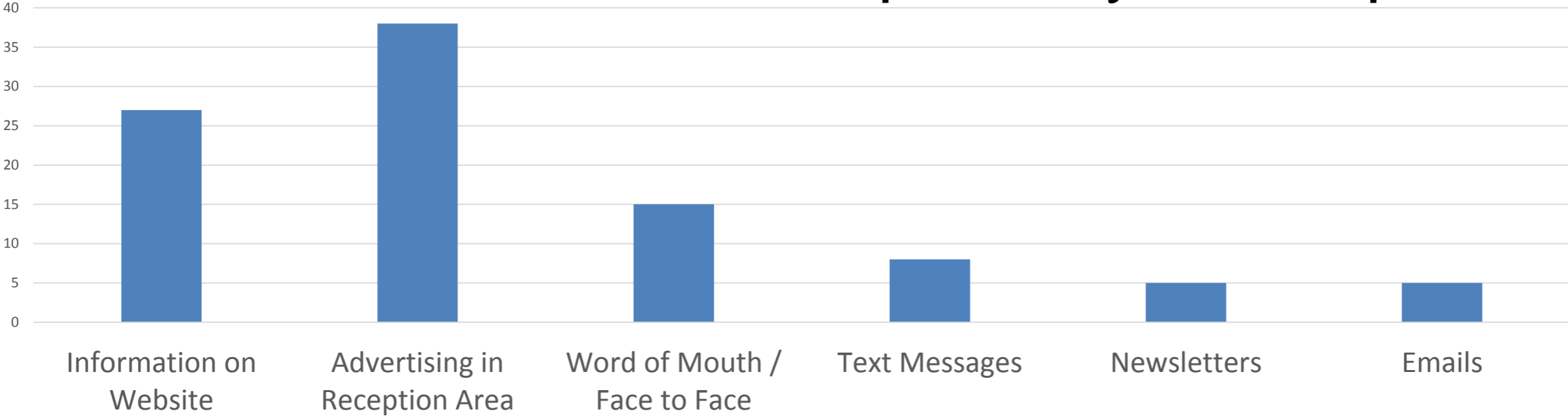
Most PPGs meet quarterly



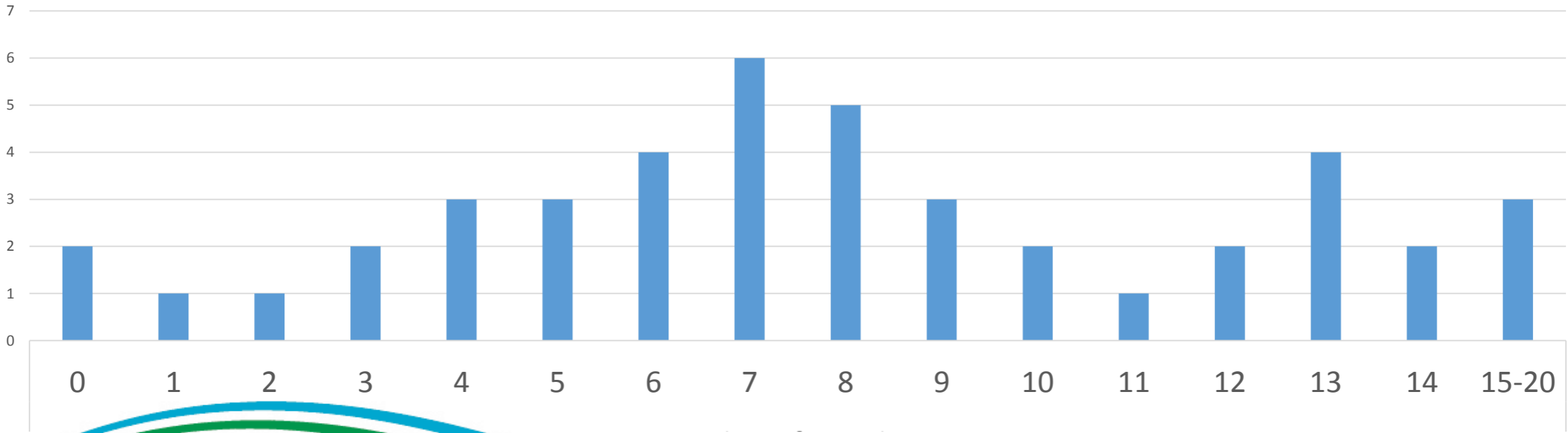
Just over half of the PPGs have a patient chair.



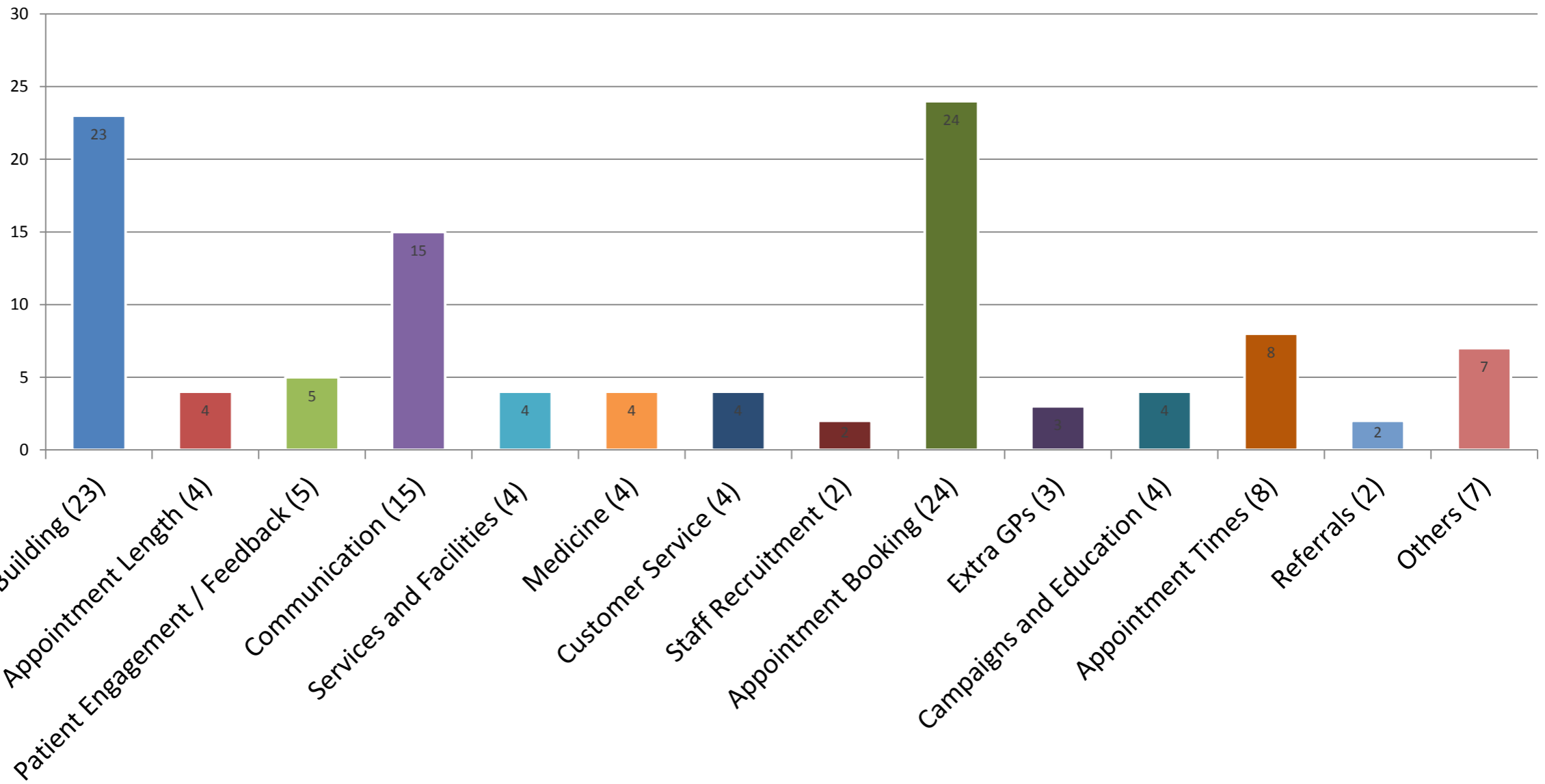
Most PPGs are advertised primarily in reception.



Most PPGs have around 6 to 8 members.



PPGs and Practices also shared examples of how the PPG has made a difference to the practice and patients. The most common types of impact were around the process of booking appointments, changes to the infrastructure and physical building, and the way the practice communicates with their patients.



Challenges: Participation

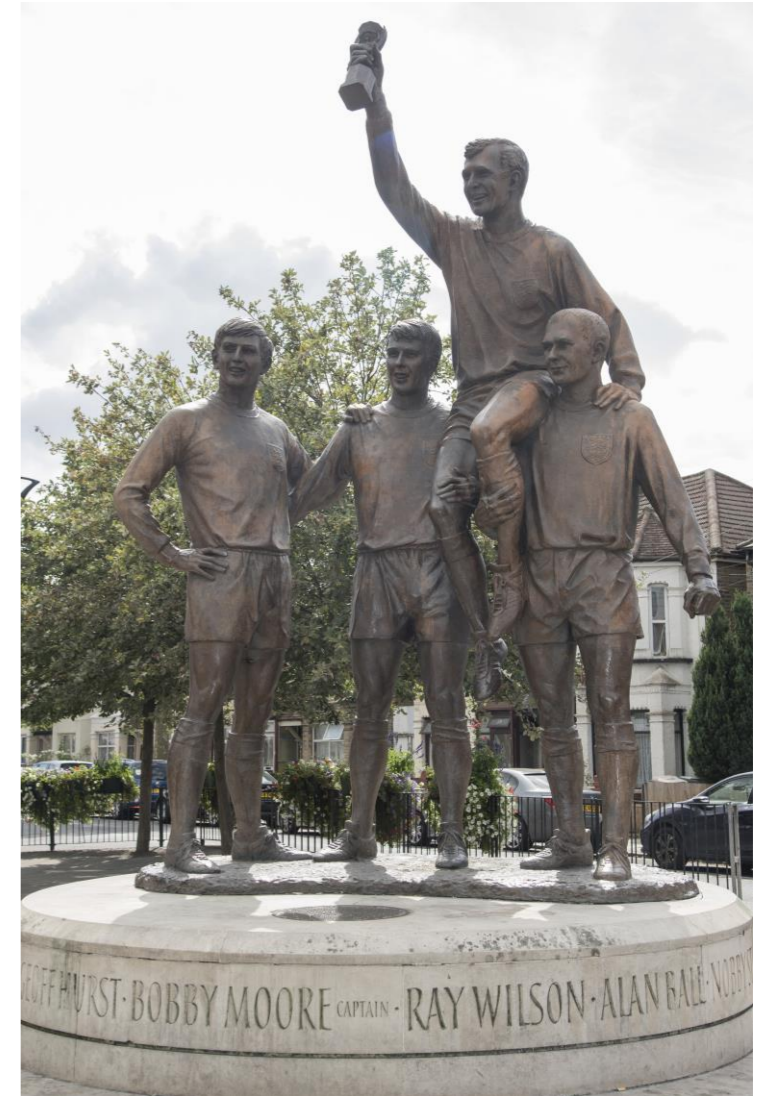
PPG members and practice staff both raised challenges about participation including:

- ✓ Increasing Participation – more members and more people attending meetings.
- ✓ Sustaining Participation – getting members to keep coming to PPG meetings.
- ✓ Representative of Practice Population – most PPGs have a good mix of ethnicities and genders, but almost all PPGs do not have any young people.
- ✓ Engaging people when a majority of the Practice population have English as a second language.



Challenges: Action and Activity

- ✓ **Taking Action:** PPG members feel that their Practice doesn't act on PPG recommendations, while Practices describe the challenge of receiving PPG requests they can't fulfil, and the pressure of competing priorities.
- ✓ **Consequences:** When PPG recommendations do not lead to impact this leads to members becoming disengaged and disillusioned, and could be against the contractual requirement on PPGs.
- ✓ Many PPGs do not have a patient chair due to lack of volunteers how feel they have the time and skills the role needs.



Challenges: Action and Activity

There can be conflicting views on what the purpose and role of a PPG is:

- ✓ Practices have said they want PPG members to become more active; for some this means being more proactive in representation, taking the lead in organising meetings, or patient members running events.
- ✓ However, some PPG members described feeling frustrated that the practice doesn't do more to support them to be active in the ways they want to be.

