

Newham Patient View

PPG Workshops 2018



**Author
& Facilitator**

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Overview

Intelligent Health have delivered three pilot training workshops to support the development of PPGs in Newham. Both practice staff and patient representatives from ten practices across the borough, were in attendance. The workshops provided practices with in depth knowledge of the fundamentals of PPGs, Patient Engagement and involvement, the importance of PPGs within GP practice culture and how to fully utilise their PPGs for effective patient engagement. The workshops also provided peer support, showcased examples of alternatives to the traditional PPG structure of meetings and generated new ideas and initiatives: e.g. coffee mornings, guest speakers, themed meetings, walking groups.

The workshops aimed to equip PPG practice staff and patient members with the tools, skills and knowledge to:

1. Effectively engage with individuals reflective of their patient demographics (including young people).
2. Improve their PPG member retention levels.
3. Recruit new PPG members.
4. Raise awareness of their PPG's.
5. Develop stronger community networks across the borough.

Workshop 1 addressed building a solid foundation for the PPG and its members through the basics of PPGs; what they are and the value of them.

Workshop 2 took a deeper insight into patient engagement and population demographics.

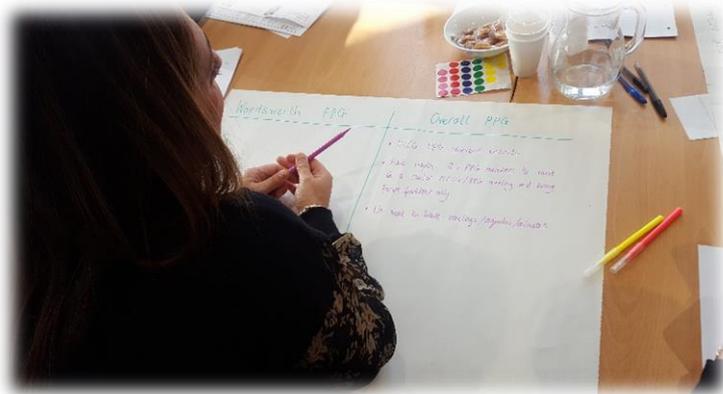
Workshop 3 focused on peer support, tools and resources.

Participants undertook a series of activities that took place during the workshops to generate ideas and set tangible goals to work on for their individual PPGs. During workshop 3, a few practices created PowerPoint presentations which they delivered to the wider group; sharing their examples of best practice, challenges and initiatives. They also took part in Q&A discussions. Participants were also asked to create a visions board for their PPGS; e.g. where they saw their PPGs in six months, one year, three years' time; including visions for a wider PPG network.



Some actions included:

- Creating PPG leaflets to hand over to new patients/ current patients- send along with any appointment letters
- Engaging with young people to attend PPG (events, etc)
- Invite pharmacist to PPG meeting
- Increase the use of Online Triage- Floor- walking: Once a week, reception to register patients online for booking system
- Run regular awareness events (Monthly- yearly calendar)



Some visions included:

- Young demographic attending PPG
- Joint engagement events e.g. sexual health, pharmacist, police
- Promote online triage before piloted at all sites
- Have medical students as volunteers to engage with patients
- Access to funding
- Schools or Jobcentre involvement- young people, unemployed to get involved and help at practice (can be done for all practices)
- CENTRAL NEWHAM PPG
 - Meets regularly- Surgeries have same standards/ improvements made
 - 2x PPG proactive members
 - No minutes/ agendas anymore
 - Bring patient feedback (Only PPG work to do)
 - All funding in one pot

Overall 24, unique participants attended the workshops. There was an equal number of practice staff and patient members. Numbers of participants varied from each workshop, with an average of 16 people in attendance.

All the participants, bar 1 or 2 people, **felt the workshop would improve their capacity to perform their role as a PPG member.**

All the participants bar 1 or 2 people felt the workshop would improve their PPG and its function within the GP practice.

Some answers on '*how the workshop will improve PPG and its function*' included:

- Sharing of ideas
- Awareness of other practices and services available
- PPG will be better informed
- Ideas of how to move forward collectively
- Having a broader view of what PPGs are and its function
- How to engage better
- Better communication with wider patient population
- How to engage with different demographics- E.g. creating PPG sub-groups
- PPG have more ideas around recruitment of new members
- Promotion ideas

It was evident from the first workshop that there was an appetite and need for practices to come together within a group setting; working collaboratively with both practice staff and patients.

Process for setting up the workshops

Eleven practices were engaged with over the course of the first year, all of whom had a formed and established a well running PPG. With that in mind, these practices had been invited to attend the workshops which took place in **September, October** and **November**. It was compulsory that all participants attended all three training workshops, to maintain consistency of the information that was being delivered within the workshop and to ensure that learnings from the workshops could be fed back to practice staff and PPG members effectively.

Practices were to nominate a dedicated lead for PPG work (if one is not already nominated) for the Patient Participation Group Engagement Manager to liaise with and to attend the workshops. A PPG patient representative from each practice was also required to attend, to allow for a patient perspective, encourage collaborative working and to build upon the practice's PPG and patient engagement.

With the time scales of having a workshop per month, it wasn't always possible for all participants to attend all three workshops. The majority however, did have the same participants attend all three workshops. On a positive note, the level of exposure of the workshops for the patient reps was much greater for this reason.

For the first two workshops mainly, practices were asked to confirm their attendance, with the names of 1 PPG staff member and 1 PPG patient representative, who would be participating in the workshops. If the practice did not know of a suitable PPG patient representative who could attend, Intelligent Health's Patient Participation Group Engagement Manager was able to provide support to the practice, in the recruitment of this individual.

Demographics

All workshops were delivered by Intelligent Health's Patient Participation Group Engagement Manager who has the experience of working with mixed ability groups; working in presentation, activity and discussion-based styles to encourage interactive participation; sharing of ideas, knowledge etc with the wider group. The workshop was aimed at a range of different levels. The participative style of the workshop utilised the knowledge of the more experienced group members through some informal peer learning.

Newham is one of the most ethnically diverse places in the country, with more than 200 dialects spoken. The fourth largest borough in London: it has the youngest overall population and one of the lowest white British populations in the country; with a total



number of **402,117** registered patients as of **July 2018**; with the population ever increasing.

With the patient members, there was a wide range of ethnicities present and the male to female ratio was also a wide range, however age ranges were mainly older individuals except for the some of the practice staff. This will be something to be mindful of with future workshops to be reflective of both patient populations and demographics within Newham.

There was a lot of positive feedback from participants...

"As a new PPG member, the workshops have helped me to understand what PPGs are"

"Having many PPGs in the room at the same time has been such a great learning experience. We need more of this!"

"I have gained so many great ideas for patient engagement, especially how to promote the use of the Online Triage service"

"I didn't know much about the population of Newham before the workshops. Newham is so unique. I now have ideas of how to engage with different groups"

"Moving forward I can see the need for PPGs to always come together, to support each other. Thanks for these workshops!"

Key Outcomes

1. Practices able to generate ideas and initiatives to support the further development of their individual PPGs.
2. Practices have a clearer vision of what they want for their PPGs, how this is done, what can be achieved.
3. Peer support and guidance is a must. PPGs to attend each other's PPG meetings/ events.
4. The workshops have led to better communication between practices and building better relationships between patient reps and practice staff. As a result, they had expressed a need for ongoing peer support in the form of regular PPG meetings for all practices to attend. The CCG are planning to host the first meeting at the end of January 2019.
5. The meeting will allow PPGs from across the borough to attend, provide support, share best practice, pool resources, network and build further relationships, secure funding etc. The aim is for these meetings to be PPG led for sustainability and longevity of the network.
6. A Newham PPG Toolkit has been developed containing useful tools and resources which can be used within PPGs.

Next Steps

- Host a network meeting at Newham Clinical Commissioning Group at the end of January 2019. Further details to be circulated in the new year.
- The initial meeting in January will allow attendees to plan and develop the structure of future meetings, hosts, roles and responsibilities etc.
- The network meeting will be open to all GP practices across the borough including all levels of practice staff, all PPG patient representatives and wider community organisations.
- Workshops to be delivered to further GP practices in the new year.
- Newham PPG Toolkit to be rolled out to other practices.

