

Sheffield Patient Participation Group Network update

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Primary Care Commissioning Committee meeting

17 May 2018

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Purpose of Paper	
To provide an update on the Sheffield Patient Participation Group Network, including the representation from individual PPGs, the key topics that have been discussed and how feedback has been used in commissioning decisions.	
Key Issues	
<p>There have been six PPG Network meetings that have shared and allowed the discussion of many of NHS Sheffield CCG's priorities with members of PPGs from across Sheffield. Topics have included:</p> <ul style="list-style-type: none"> • Urgent Care • Elective Care • Primary Care • Neighbourhoods • Medicines Management • Sustainability and Transformation Plan <p>The PPG Network has also allowed attendees to network with members of other PPGs to help develop their own groups.</p>	
Is your report for Approval / Consideration / Noting	
For consideration	
Recommendations / Action Required by the Primary Care Commissioning Committee	
<p>The Primary Care Commissioning Committee is asked to:</p> <ul style="list-style-type: none"> • Note the update on the Sheffield PPG Network • Consider how the Sheffield PPG Network could be utilised and supported in the context of the Accountable Care Partnership in Sheffield. 	
Governing Body Assurance Framework	
<p><i>Which of the CCG's objectives does this paper support?</i></p> <p>To improve patient experience and access to care. To improve the quality and equality of healthcare in Sheffield.</p>	
Are there any Resource Implications (including Financial, Staffing etc)?	

The planning and running of the Sheffield PPG Network currently requires significant staffing resource from within the CCG's Engagement Team. There have been requests to support the development of individual PPGs or Neighbourhood PPGs. Any extension to the current offer would require further resource to implement and needs to be considered alongside other CCG priorities.

Have you carried out an Equality Impact Assessment and is it attached?

Please attach if completed. Please explain if not, why not

No changes are planned as part of this paper, so no impact to assess.

Have you involved patients, carers and the public in the preparation of the report?

Yes, the report includes information shared by members of Patient Participation Groups during discussions at the Sheffield PPG Network.

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1. Introduction / Background

1.1. On 22 March 2018, NHS Sheffield CCG held its sixth Patient Participation Group (PPG) network meeting. The PPG network is held quarterly and invites members of local PPGs to network with other PPG members from across Sheffield and to find out about, and be involved in, the development of wider local health services.

2. July 2016 meeting

2.1. Fifty people attended with 25 PPGs being represented from across Sheffield.

2.2. The main themes that came out of the discussions at the event fall into two categories. Those relating to:

- Patient Participation Groups
- GP Practices

2.3. Patient Participation Groups

- Clarity over the purpose and role of PPGs. Some members shared that having good Terms of Reference in place had allowed them to distinguish between individual issues and the wider perspective of the practice needed.
- Support from NHS Sheffield CCG including a city wide PPG recruitment campaign, template Terms of Reference / agendas, a consistent approach to PPG setups and NAPP guidance and affiliation.
- Accessing and communicating with all patients from the practice.
- The representation and diversity of the groups (young people and BME being particular gaps) and issues related to recruiting patients to be a part of the PPG.
- Financial, resources, training and induction.
- PPGs are set up very differently across the City. The numbers of patients attending and the interaction and commitment that they have from the practice vary considerably. Some PPGs include practice managers, GPs, whilst others don't have any practice staff involvement.
- Members wanted to share good practice and cooperate with other PPGs.
- PPG members want information about the local areas that their practices serve including inequalities, demographics, long term conditions and languages. Social prescribing and prevention were also of interest.
- Voice for change and influence. There were many good examples of differences that PPGs had made. Including prescription ordering, appointment booking, surveys and newsletters.
- PPGs are a partnership and provide positive engagement. There does need to be more recognition of the time, experience and knowledge that PPG members bring to the groups and practice.

2.4. GP Practices

- Recruitment and retention of staff is a big issue facing many GP Practices. In some cases these issues are leading to the closure of surgeries.

- Many patients feel that there are not enough available GP appointments and they are hard to access. However, some members did say that when their groups have looked into this further, they found that the perception of appointments being unavailable does not always match the reality.

3. November 2016 meeting

3.1. Forty-six people attended with 24 PPGs being represented from across Sheffield.

3.2. Transforming Primary Care

3.2.1. The themes of the discussions that took place were:

- Effectively triaging patients in primary care is central to this model working. Receptionists currently do some level of triage in practices, but this is often seen as invasive and people question their training and impartiality.
- The need to inform and educate the public about how to use primary care better to create a culture change.
- Practices and the public are not aware of Neighbourhoods. PPG members wanted to know what Neighbourhood their practice was a part of and to be kept informed.
- Patients being resistant to seeing other health professionals instead of their GP. It was felt that young people would generally be more comfortable with this than older people.
- The system and all partners need to work together to make this work, including patients, Social Services, different practices, hospital, health trainers and other community organisations.
- Patients would want confidence and assurance over the competence and qualifications of other health professionals to handle their care. Practice Nurses are highly regarded and trusted.
- Accepted that it might be appropriate to see other health professionals, but wanted their GP as leader in their care

3.3. Prescribing

3.3.1. The themes of the discussions that took place were:

- The cost of medicines and the impact of waste
- The process of prescribing and dispensing of medicines.
- The need to inform and educate the public about the cost of medicines to create a culture change.
- The quality and effectiveness of medicines.
- The relationship between pharmacists and GP appears to be working well.

3.4. PPG resources

3.4.1. A collection of resources gathered from other areas were presented to the network. These resources have been made available on a dedicated section of the CCG website for reference.

3.4.2. Attendees told us:

- They wanted the contact details of all the PPGs so they can make contacts themselves.
- They wanted to share good practice and have consistent approaches with other PPGs.
- Some PPGs have started to have discussions about issues affecting services wider than their practice.
- PPG members would be interested in discussing how to recruit and retain members of their groups.

4. March 2017 meeting

- 4.1. Thirty-nine people attended with 22 PPGs being represented from across Sheffield.
- 4.2. South Yorkshire Sustainability and Transformation Plan (STP)
 - 4.2.1. All feedback shared by members was fed into the work across the area and helped to shape the STP in South Yorkshire.
- 4.3. Developing your PPG
 - 4.3.1. Following feedback from previous PPG Network meetings, a specific section was held allowing members to share good practice and suggestions with each other around developing their PPG. The group considered two main questions that could help develop their own PPGs.
 - How can we get more people involved in our PPG?
 - How can our PPG help our practice to offer a better service to patients?
 - 4.3.2. As a result of the discussions we gathered together all the thoughts and suggestions. This shared, coproduced resource is available to assist all PPGs, whatever stage they may be at within their own development. This resource can be found in the stand alone PPG resource page on the NHS Sheffield CCG website.

5. June 2017 meeting

- 5.1. Twenty-three people attended with 20 PPGs being represented from across Sheffield. Many new members were present that had not attended previous meetings and also others who were new to their own PPGs.
- 5.2. Neighbourhoods
 - 5.2.1. Attendees looked at the profiles sheets for their Neighbourhood and discussed the following questions:
 - Are we missing anything obvious from your area?
 - How can PPGs help to support Neighbourhoods?
 - How would you like Neighbourhoods keep you informed and involved?
 - 5.2.2. All feedback was collated and shared with the Neighbourhood Leads to help them to develop and involve their local PPGs further.
- 5.3. Musculoskeletal Outcomes Software
 - 5.3.1. A presentation was delivered on the MyPathway software being used in Musculoskeletal services and how this is helping to measure patient outcomes.
- 5.4. Care Closer to Home and CASES
 - What might patients be worried about if services are moved out of hospital and into the community?
 - What should we be considering when moving services into the community?
 - How and where do you think follow-up appointments could take place?
 - What is your experience of attending follow-up appointments? Is the reason clear?
 - 5.4.1. All the feedback was collated and is being used by our Elective Care commissioners to help them develop services.

6. October 2017 meeting

- 6.1. Twenty-three people attended with 16 PPGs being represented from across Sheffield. Following feedback from PPG network members this meeting was held during the day, rather than the previous early evening slot.
- 6.2. Commissioning for Outcomes
 - 6.2.1.
- 6.3. Making Urgent Care work better in Sheffield

6.3.1. A presentation was delivered explaining the consultation on Urgent Care and the options that had been proposed. Members then asked questions to the Deputy Director of Strategy and Integration.

6.3.2. The full discussion, including all questions, was recorded and included in the analysis of the Urgent Care consultation.

7. March 2018 meeting

7.1. Thirty-three people attended with 16 PPGs being represented from across Sheffield.

7.2. Aims of the PPG Network

7.2.1. PPG network members were asked to consider their expectations of the PPG network, the impact it has on their individual PPGs and suggestions for the future of the Network.

7.2.2. The themes of the discussions that took place were:

- Members attend the PPG Network to keep informed about, and be a part of, CCG decision making by offering a collective voice of Patient Participation Groups across the City. They also want to help support and improve their own PPGs.
- Attendees are concerned at the reduction in numbers attending the meetings. They see the networking side as particularly useful and therefore would like as many different PPGs represented as possible, especially from neighbouring practices.
- Members also offered practical solutions to improve the PPG Network and future topic suggestions.

7.3. Urgent Care update

7.3.1. An update was provided to PPG members on the findings from the Urgent Care consultation and the process that has been put in place to fully consider the feedback in the CCG's decision making.

7.4. General Practice Forward View

7.4.1. The themes of the discussions that took place were:

- Members wanted an annotated version of the slides and the YouTube link to share with their PPGs.
- Ten minute appointments for each problem doesn't support this way of working
- Concern that patient WiFi could slow down GP connections.
- The potential to bypass Care Navigation by booking appointments online.
- Good examples of initiatives working well in practices.
- How are patients finding out about these initiatives?
- Concern that those people who would most benefit from these initiatives might not use technology.
- A call for PPGs to work together in neighbourhoods.

8. Future meetings

8.1. A full schedule of meetings has been planned for 2018.

- 14 June 2018
- 13 September 2018
- 29 November 2018

9. Action for Primary Care Commissioning Committee / Recommendations

The Primary Care Commissioning Committee is asked to:

- Note the update on the Sheffield PPG Network

- Consider how the Sheffield PPG Network could be utilised and supported in the context of the Accountable Care Partnership in Sheffield.

Paper prepared by: Richard Kennedy, Engagement Manager

On behalf of: Nicki Doherty, Director of Delivery Care out of Hospital

4 May 2018

Levels of Patient Participation Group (PPG) Activity in Sheffield

We wanted to know

- How many GP practices have PPGs?
- How active are the PPGs in Sheffield?
- Is there a pattern? Are PPGs more active in some parts of the city than others?

We looked at

- Care Quality Commission reports on individual GP practices - each report includes information about the practice's PPG (www.cqc.org.uk).
- Information on GP practices' websites about PPGs.
- Whether PPGs have attended our city-wide PPG Network.

We found

- 57 active PPGs (70% of practices).
- 11 less active PPGs. PPGs might be less active because they are new, have few members, or because the GP practice doesn't work well with them (14% of practices).
- 13 practices don't have PPGs (16% of practices).



Locality [number of GP practices]*	% practices with an active, engaged PPG	% practices represented at the PPG Network
Central [21]	62%	62%
Hallam and South Localities [22]	82%	55%
North [23]	65%	39%
West [15]	73%	60%

Neighbourhoods [number of GP practices]*	% practices with an active, engaged PPG	% practices represented at the PPG Network
GP Association 1 [7]	71%	57%
North 2 [10]	70%	40%
Townships (I) [5]	100%	60%
West 6 [6]	67%	33%
Darnall [4]	50%	50%
Carrfield [5]	60%	80%
Peak Edge [5]	60%	40%
City Centre Practices [6]	83%	50%
South Sheffield Health Group [4]	75%	75%
SAPA [6]	17%	17%
High Green [5]	100%	60%
Hillsborough [4]	100%	100%
Upper Don Valley [3]	67%	33%
Student [1]	0%	0%
Porter Valley [5]	80%	80%
Townships (II) [6]	67%	50%

*For localities, only the main practice is included. For neighbourhoods, branch practices are included if they are in a different neighbourhood to the main practice.

This is a starting point for understanding the level of PPG activity in different GP practices. Some of our information may be out of date. If you have more accurate information about any of the practice PPGs listed below, please let us know by contacting Sarah Neil, Quality Manager Patient Experience, sarah.neil@nhs.net, 0114 3051328.

Active PPGs

Abbey Lane Surgery	Mosborough Health Centre
Birley Health Centre	Nethergreen Surgery
Broomhill Surgery	Norfolk Park Health Centre
Burngreave Surgery	Owlthorpe Surgery
Carterknowle Road Surgery	Page Hall Medical Centre
Chapelgreen Practice	Park Health Centre
Charnock Health Primary Care Centre	Pitsmoor Surgery
Crookes Valley Medical Centre	Porter Brook Medical Centre
Crystal Peaks Medical Centre	Richmond Medical Centre
Deepcar Medical Centre	Rustlings Road Medical Centre
Devonshire Green Medical Centre	Selborne Road Medical Centre
Dovercourt Group Practice	Sharrow Lane Medical Centre
Duke Medical Centre	Shiregreen Medical Centre
Dykes Hall Medical Centre	Sothall Medical Centre
Ecclesfield Group Practice	The Avenue Medical Practice
Falkland House Surgery	The Crookes Practice
Far Lane Medical Centre	The Flowers Health Centre
Firth Park Surgery	The Health Care Surgery
Foxhill Medical Centre	The Hollies Medical Centre
Gleadless Medical Centre	The Medical Centre, Tinsley
Grenoside Surgery	The Sloan Practice
Hackenthorpe Medical Centre	Tramways MC (Milner)
Handsworth Medical Centre	Tramways MC (O'Connell)
Harold Street Medical Centre	Upperthorpe Medical Centre
Heeley Green Surgery	Valley Medical Centre
Manchester Road Surgery	Wincobank Medical Centre
Manor Park Medical Centre	Woodhouse Health Centre
Meadowgreen Health Centre	Woodseats Medical Centre
Mill Road Surgery	

Less Active PPGs

Barnsley Road Surgery
Baslow Rd, Shoreham St & York Rd Surgeries
East Bank Medical Centre
Greystones Medical Centre
Highgate Surgery
Oughtibridge Surgery
Stannington Med Centre
Stonecroft Medical Centre
The Mathews Practice
Walkley House Medical Centre
White House Surgery

No PPG

Buchanan Road Surgery
Carrfield Medical Centre
Darnall Health Centre (Mehrotra)
Dunninc Road Surgery
Elm Lane Surgery
Jaunty Springs Health Centre
Norwood Medical Centre
Sheffield Medical Centre
Southey Green Medical Centre
Totley Rise Medical Centre
University Health Service Health Centre
Upwell Street Surgery
Veritas Health Centre

Appendix B – Representation at Sheffield PPG network by individual PPG

PPGs represented	2016 07	2016 11	2017 03	2017 06	2017 10	2018 03
Avenue Medical Practice				x		
Barnsley road surgery	x					
Birley Health Centre	x	x	x	x		x
Burngreave Surgery	x					
Carterknowle and Dore	x		x	x		
Chapelgreen Practice	x	x	x	x		x
Devonshire Green	x					
Dovercourt Surgery	x				x	
Dr Milner and Partners		x				
Dr Shurmer , Stannington		x				
Dykes Hall Medical Centre	x					
Ecclesall Medical Centre			x	x		x
Falkland House Surgery		x	x		x	x
Far Lane Medical Centre				x		x
Flowers Health Centre	x					
Gleadless Medical Centre	x	x		x		
Grenoside Surgery	x	x	x		x	
Hackenthorpe Medical Centre				x		x
Heeley Green Surgery	x	x	x			x
Hollies Medical Centre	x	x	x	x	x	
Manor Park Medical Centre	x	x		x	x	x
Mathews Practice	x		x	x	x	x
Mill Road Surgery			x		x	
Mosborough Health Centre				x	x	
Nethergreen Surgery		x	x		x	x
Norfolk Park Medical Practice	x	x	x		x	x
Pitsmoor Surgery	x		x			
Porter brook Medical Centre		x	x			
Richmond Medical Centre	x	x				x
Richmond Road Medical Centre	x	x		x	x	
Rustlings Road	x	x	x	x	x	x
Sharrow Lane Medical Centre			x	x	x	x
Shiregreen Medical Centre	x	x	x		x	
Sloan Medical Centre	x	x	x	x		x
Sothall and Beighton	x	x		x	x	x
Stubley medical centre				x		
The Avenue Practice				x		
Tinsley Medical Centre				x		
Tramways		x	x			
Upperthorpe			x			
Valley Medical Centre	x	x			x	
Walkley House		x				
White House Surgery				x		
Woodhouse Health Centre		x	x			
Woodseats Medical Centre	x	x	x			
Other organisations	x	x	x	x	x	x
Total	25	24	22	21	16	16