Patient involvement improves your services

The potential of Patient Participation Groups (PPGs)

RCGP General Practice Foundation
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National Association for Patient Participation (N.A.P.P.)
Patient Participation Groups

- A tried & tested model since 1972!
- Built on mutual trust & respect
- N.A.P.P formed in 1978 by group of GPs
- Over 50% practices in England have a PPG
- Now in Dental practices…interest in pharmacy
- Active volunteer patients meeting with practice staff & GPs…also virtual groups
- Patient Participation Directed Enhanced Service in GP contract
PPGs work in a unique partnership with their practices to:

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

Get the basics right from the start!

The **motivation** behind getting a group going is a key factor

Question: Do we really want a closer relationship with patients or to qualify for the Patient Participation DES £1.10 pence per patient?
Founding Principles

- Mutual trust & respect
- Understanding & acceptance of each others needs, experiences, expectations & perspectives
- Working together on an equal basis
- Willingness to listen
- Willingness to respond & act on what people tell you
- Non-judgemental
- Honesty
- Realism
- Openness & transparency
Building blocks of good PPGs

• Inclusive & representative membership
• Clear understanding of purpose & role
• Effective and sustainable operation
• Strong, supportive relationships & culture

Would your group pass the PPG MOT?
Membership

• Well-balanced membership mix
• Wide cross section of the practice population
  – Diversity of backgrounds
  – Interests
  – Age groups
• Active volunteers (& supporters?)
• Members of practice team
• Virtual PPGs (VPPGs)
Purpose & Role

• Clarity about role & purpose of the group (also VPPG)
  – Not a forum for complaints & single issues
  – Not a doctors fan club!
  – Agreed Terms of Reference
• Clarity about role of patients on group
  – Role description for members?
• Patients recognise role comes with responsibility
• Honest dialogue about boundaries, constraints & level of influence
Success Factors…

- Agree **Ground Rules** for how group will run and meetings conducted
- Agree expectations (PPG & Practice)
- Set objectives and review regularly
- Receptive practice **culture** - requires some initial ‘investment’ from practice side
- Build PPG into existing practice systems & processes

*Excellent practices & effective PPGs go hand in hand!*
Sustaining Groups

• Maintaining focus & commitment
  – proactive planning agenda’s/meetings around priorities/interests
  – provide relevant information
  – sharing the work: establish roles/responsibilities & review regularly
  – support members to develop skills & be more active
  – use a rota system for tasks e.g taking minutes
Recruiting new members

- Continue engagement with wider patients
- Word of mouth
  - Talking to friends, families
  - PPG ‘surgeries’ in waiting room
- Agree point of contact – PPG member
- Targeting specific individuals & groups
- Ongoing publicity designed by members:
  - posters/leaflets, open evenings, local press
  - regular communication, newsletters, website etc
Wilsden Medical Practice, Bradford,
N.A.P.P Corkill Award winners - £500 first prize!
Formed in 2010 has core group of ten – diverse interests & ages, setting up virtual group
Community outreach: local schools, gala’s & groups
  – Patient experience questionnaires
  – Information on health issues
Trialled online prescriptions & texting patients
Mystery shopping telephone survey on waiting times
PPGs and Commissioning
PPGs are essential partners in commissioning.

PPGs, real or virtual, are:

- At the heart of the new commissioning architecture
- Hear evidence-based feedback from patients
- Can support CCGs to make informed decisions that:
  - drive up quality
  - ensure services are responsive
  - target resources more effectively
PPGs offer:

• Insight into the needs, experiences, priorities & ideas of the local patient population.
• Feedback on purchased services & the whole care pathway.
• Access to seldom heard & diverse views across the community.
• Continuous & meaningful engagement with patients & communities.
• A way of building relationships with patients & citizens as partners.

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Through their contact with local patients, PPGs can offer Commissioners:

- Intelligence that aids effective targeting of investment
  - Identifying where needs **not** being met
  - Challenging assumptions about priorities & services
  - Informing the design of new approaches & pathways
- A vehicle for researching views – practical help with surveys etc
PPGs can help

• Build relationships with patients & citizens as partners
• If difficult decisions & trade off’s have to be made by facilitating dialogue with patients & the public around needs & options for change
• Anticipate demand for services
How are PPGs getting involved in commissioning?

NHS COMMISSIONING BOARD
Local Area Teams
Local Professional Networks?

Other user groups
e.g. Local Healthwatch

Support from N.A.P.P

CCG

CCG User Panel

PPG Network

GP Practice (PPG)

GP Practice (PPG)

GP Practice (PPG)

GP Practice (PPG)
The commissioning cycle

- Assessing needs
- Designing services
- Managing demand
- Managing performance (quality, performance, outcomes)
- Referrals, individual needs assessment; advice on choices; treatment / activity
- Shaping the structure of supply
- Reviewing service provision
- Deciding priorities

Users / Patients & Public

PPGs
Strategic intelligence from PPGs

- Identifying issues, priorities & needs of patients & community
- Helping to target priorities for investment and disinvestment
- Access to diverse & seldom heard perspectives
- Identifying gaps, problems & success areas
- User perspective of whole user/patient journey
- Challenging assumptions about priorities

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Strategic intelligence from PPGs

- Informing service specifications & improvements
- Informing development of Business Cases & Contract Agreements
- Identification of new pathways & ideas
- Design of new approaches & developing solutions
- Feedback on purchased services – monitoring quality
- Informing procurement (tenders, contracts, provider interviews)
NAPP PPG Commissioning Champions Project

• Patient-led pilot project to empower PPG members to understand and engage with commissioning
• What patients want to know about:
  – new commissioning arrangements
  – how patients can engage
• Three ‘learning workshops’ delivered in PPG communities – using local commissioning plans
• Involving CCG & NHS Commissioning Board staff
• Cohort of informed, empowered PPG ‘Commissioning Champions’ able to support other PPGs & Networks
N.A.P.P...we can help you

- Unique
- Over 30 years experience & expertise
- Support & advice for PPGs, Practices & CCGs
- Quality evidence based resources
- Local and UK wide PPGs and networks
- National influence
- Monthly e-bulletin & quarterly newsletter
- Ongoing telephone advice & support
- Flagship Annual Conference & regional events
- Membership for PPGs & Practices £30 per year
  - Representing 10 million patients and growing…..!
Contact

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Thank you for listening 😊

ANY QUESTIONS?