

Lambeth Patient Participation Group Mapping Survey

Introduction

Healthwatch Lambeth has been asked by the PPG Network to carry out a mapping exercise on the status of PPGs in Lambeth.

On 4 July 2014, a questionnaire was set up using survey monkey and was sent out to all 48 practices in Lambeth via email. Deadline for completion was 18 July 2014. Up to 11 August 2014, 38 practices had fully completed the questionnaire. Another four practices have completed the first page of the survey but have yet to complete the rest of the questions on PPG, these 4 practices have not been included in this report (for full list of practices, please go to Appendix I).

Some key points from the survey

The survey found that there were wide variations between PPGs in terms of their basic structures and methods of operating. For example, 12 PPGs have a patient chair/contact person; 7 PPGs have a terms of reference, 21 PPGs set agenda and chair meeting jointly with their practices and 12 PPGs' meeting are being chaired by practice staff. There is still a strong reliance on the practice to be responsible for communication and back up support.

There was also a wide range of methods that practices used to communicate with their patients but few made use of the full range that might help reach a wider and more diverse audience.

The main activity that PPGs have been involved in is the annual survey. It is encouraging to see that 10 PPGs were involved in organising information or awareness raising events and 4 organised Warm and Well in Winter events that proved very popular.

32 practices gave examples of issues that the PPG had raised and discussed with the practice, and 29 gave examples that had led to changes. In many cases the annual survey was the mechanism for raising issues but some PPGs used their regular meetings for looking at ways to improve practice services and procedures.

14 PPGs reported having any links with other local groups or organisations, however, due to limitation of this survey, it is not known whether those link led to positive experience and joint working.

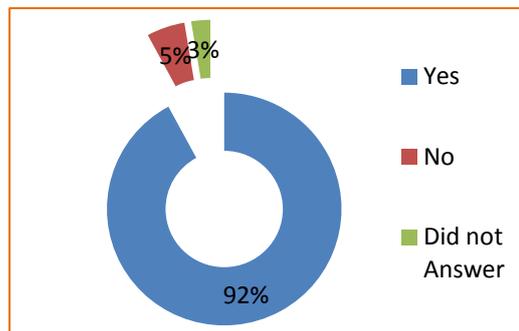
The survey shows that PPGs can have a very positive role and have the potential to organise information and awareness raising events; to develop a dialogue with the practice that can lead to service improvements; and to make links with other groups within the community.

Full details of the survey results for all the individual practices can be found in the Directory of Patient Participation Groups in Lambeth, available from Healthwatch Lambeth.

Survey results

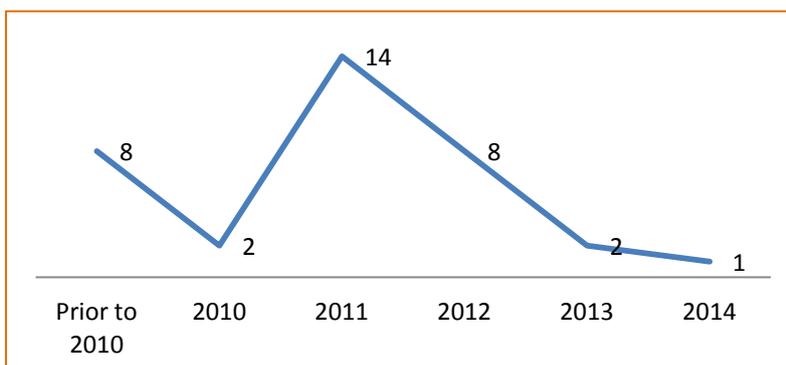
1. Does the practice have a PPG?

Yes - 35
No - 2
Did not answer - 1



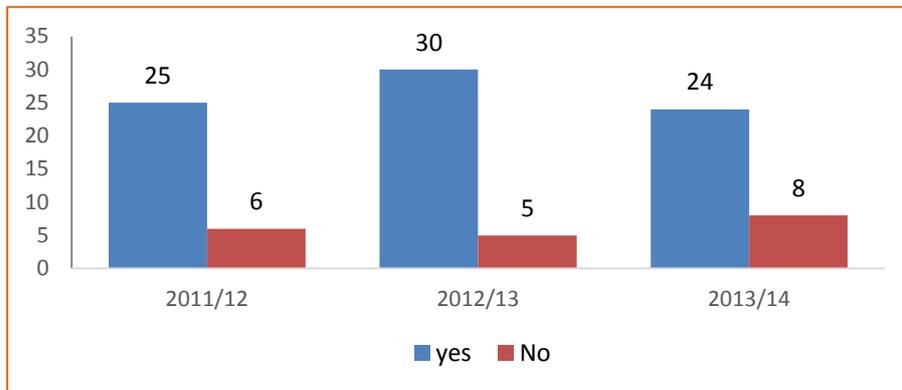
Note: the 2 practices that said No to this question actually received DES money and although they answered No the practices have made attempts to set up a PPG but attendance has been too irregular to make it into a “group”

2. Which year was the PPG set up?



Not known – 3

3. Did you receive DES funding specifically for establishing a Patient Reference (Participation) Group



Note: The large increase of “No” in 2013/14 could be the result of NHS England suddenly tightening its assessment on whether the practice satisfied the criteria for DES in that year. This caught a lot of practices by surprise.

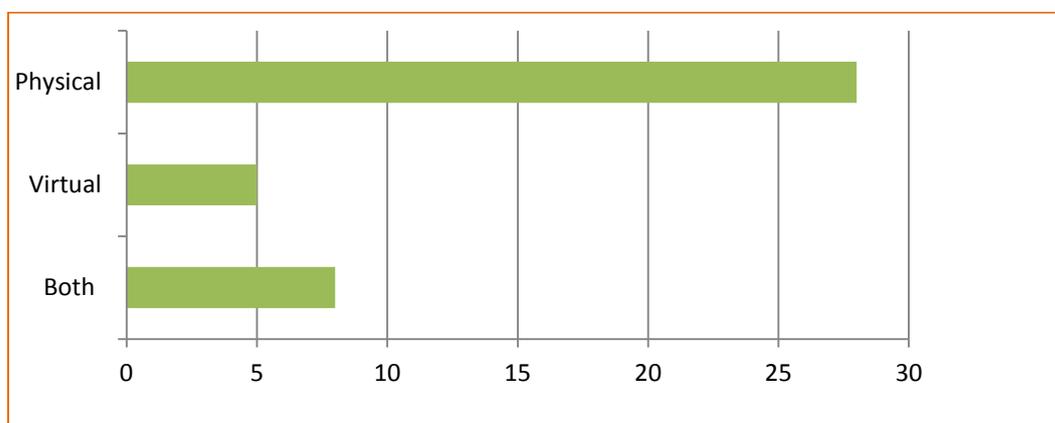
4. Does the PPG have written terms of reference?

Yes – 7

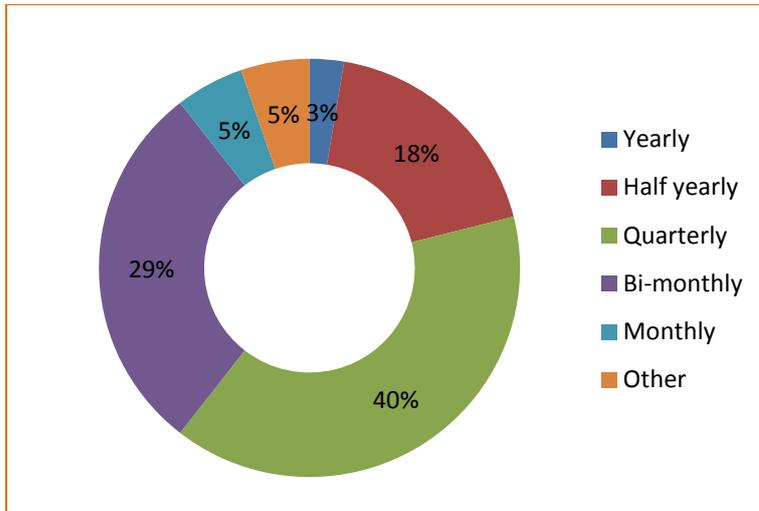
No – 23

Did not answer – 8

5. How does the PPG conduct its meeting?



6. How regularly are PPG meetings held?



7. How many members are there in the PPG?

This question yielded a wide range of answers, ranging from 8 members to 323 members.

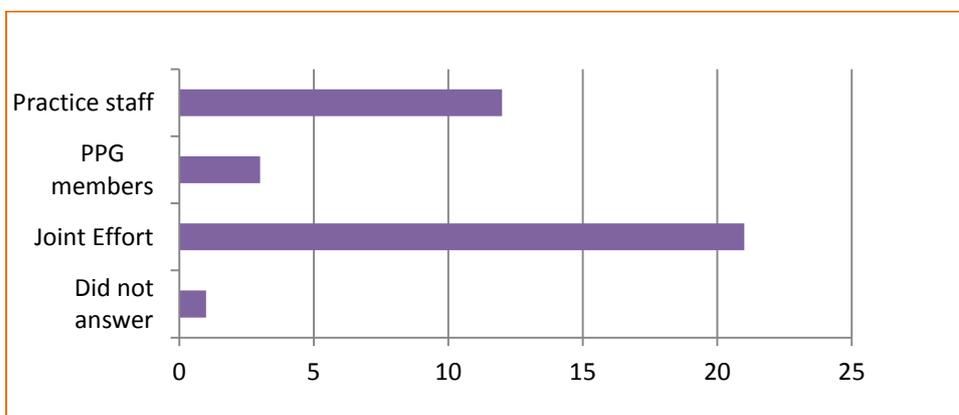
8. Does the PPG have a small core group that makes decisions about the PPG’s activities?

Yes – 23 No – 11 Did not answer – 4

9. Does the PPG have a patient chair or contact person?

Yes – 12 No – 25 Did not answer – 1

10. Who sets the agenda and chairs the meetings?



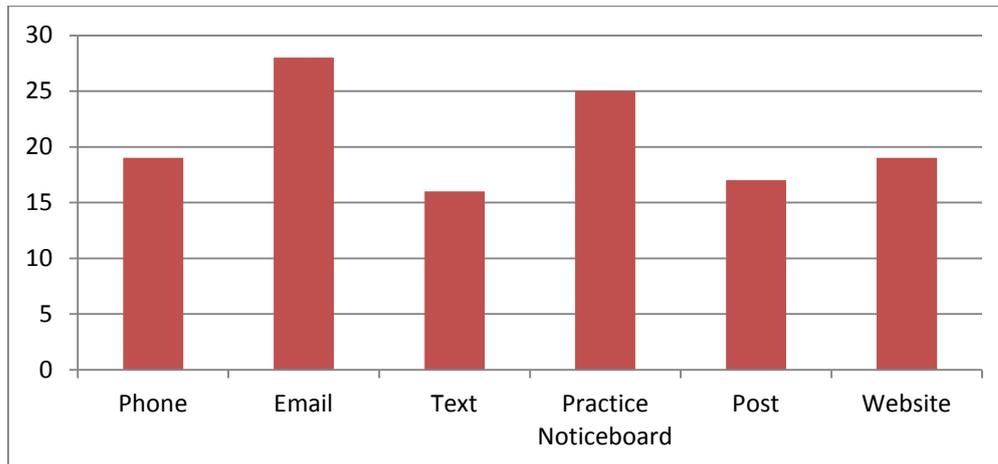
11. Who is responsible for sending out invitations to meetings?

Practice staff – 34

PPG members – 2

Did not answer – 2

12. What invitation methods are used? (please tick all that apply)



Note: Most practices use a combination of methods, 3 practices use only email, 1 uses only phone.

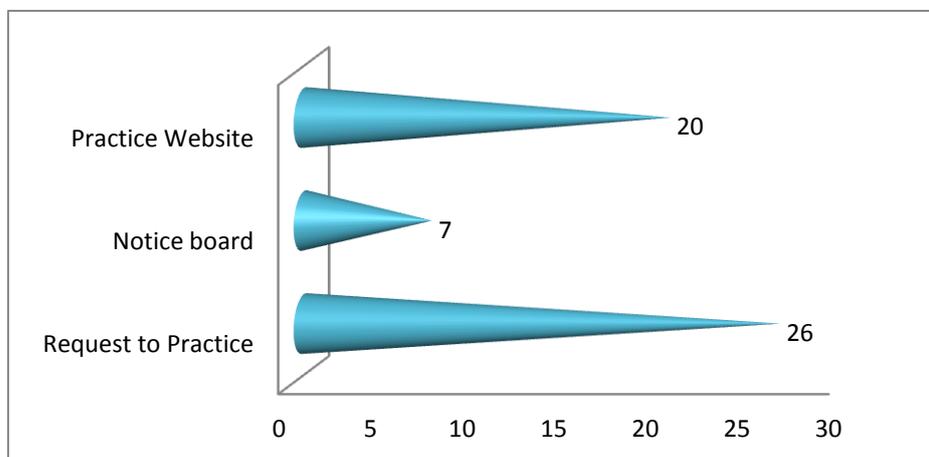
13. Are minutes/notes taken and kept as a record?

Yes – 34

No - 1

Did not answer – 3

14. How can a patient get a copy of the meeting notes? (please tick all that apply)



15. Please give examples of activities in which the PPG has been involved in collaboration with the practice?

- Involvement in patient survey (25)
- Assisted patients to complete questionnaire (3)
- Held/supported information/awareness days (healthy living, diabetes, benefits, cancer, carers, Food Bank, Clinical Commissioning Group) (10)
- Organised Warm and Well in Winter events (4)

16. How are PPG meetings/events promoted?

All practices used a range of methods, but some used only a few of them.
Examples included:

- Practice noticeboard
- Website
- Leaflets
- Receptionist approaching patients
- Text
- Emails
- Posters at different venues such as local pharmacies, community centres
- Notice screen in reception area

17. How many people regularly participate in PPG meetings and activities?

Huge variance in numbers, from 2 – 100 but most participants' numbers are small numbers, 2-4; 6-10. A few of the practices reported numbers completing the survey– this leads to a questioning of their understanding of what is meant by “PPG activities”.

18. Please give examples of issues the PPG has raised and discussed with the practice concerning surgery processes and practices (32 gave examples)

- extended opening hours (9)
- telephone system (time getting through, number of lines, number change) (7)
- difficulties in getting appointments (13)

- getting preferred choice of doctor (6)

19. Please give examples where the PPG has had an impact resulting in changes in surgery processes or practices of benefit to patients, eg opening hours, appointment arrangements (29 gave examples)

Key points - There were a number of broad areas where changes were achieved including:

- changes to the appointment systems (6)
- changes in telephone system (new 0208 number, more staff on phones) (4)
- information leaflets for patients (2)
- change in opening hours (2)
- use of texting (2)
- some PPGs achieved more specific successes including involvement in recruitment of staff, letters in large print, extra desk at reception and installation of new entrance handrail.
- improve access – practice recruited 2 female doctors
- increase promotion of PPG via waiting area and website and on prescriptions

20. Does the Practice/PPG have links with other local organisations and groups?

Yes – 14

No – 20

Did not answer – 4

Examples of links included

- Loughborough Junction Action Group
- Age UK
- Lambeth Carers Hub
- Clapham Park Project
- Healthwatch
- Lambeth CCG
- Other PPGs
- Time Bank
- Streatham Residents Association
- Diabetes community team
- Basira – Asian Older People organisation
- Libraries

Practices that completed the survey by Locality**Appendix I****North Locality**

Beckett House Practice	Binfield Road Surgery
Hurley Clinic	Lambeth Walk Group Practice
Riverside Medical Centre	The South Lambeth Road Practice
Springfield Medical Centre	Stockwell Group Practice
The Grantham Centre Practice	Vauxhall Surgery

South West Locality

Brixton Hill Group Practice	Clapham Family Practice
Clapham Park Group Practice	Dr Curran & Partners
Dr Gunasuntharam & Partners	Dr Masterton and Partners
Hetherington Group Practice	Sandmere Practice
Streatham Common Practice	Streatham High
Streatham Hill Group Practice	Streatham Place Surgery

South East Locality

Akerman Medical Practice	The Corner Surgery
Crown Dale Medical Centre	Deerbrook Surgery
Herne Hill Group Practice	Herne Hill Road Medical
Iveagh Surgery	Knights Hill Surgery
Myatts Field Medical Practice	The Norwood Surgery
Paxton Green Group Practice	Penrose Surgery
Rosendale Surgery	The Tulse Hill Practice
Vassall Medical Centre	

Incomplete survey (only first section completed)

Grafton Medical Partners	Palace Road Surgery
Edith Cavell Surgery	Mawbey group practice