

Patient Participation Group Newsletter

What is a PPG?

A “PPG” is a Patient Participation Group.

These are groups of patients in GP practices who come together to work with the practice to :

- Contribute to the continuous improvement of services within the practice
- Help improve communication between the practice and its patients
- Help patients take more responsibility for their health
- Provide practical support, and help implement change

PPGs help GPs and practice staff build relationships with patients and get their help in meeting practice targets and objectives. A PPG can also be a good way for the practice to communicate change to the all of their patients .

PPGs help improve patients’ understanding of the practice and how it works, and provide a forum for discussion about changes within the practice and also for suggesting ideas and voicing concerns. It is a way of making sure that the patient view is represented within the practice, and more widely.



PPGs can be a group of patients who meet on a regular basis in the practice or nearby
And/or

They can be a “virtual” group who communicate by email and other virtual means rather than meeting.

A virtual group helps to get a wider range of patients involved, however many practices also choose to run a “core” group which meets regularly as well.

Inside this issue:

What is a PPG? Local progress	2
Engagement	3
PPG Event & Getting involved in commissioning	3
About the CCG/ Shaping Health-watch	4
Training and support	5
Joint Strategic Needs Assessment	6
Back page information/your practice	6

Progress in Brighton & Hove

We have 47 GP practices in Brighton and Hove.

At the moment, about 40 practices have some form of patient group!

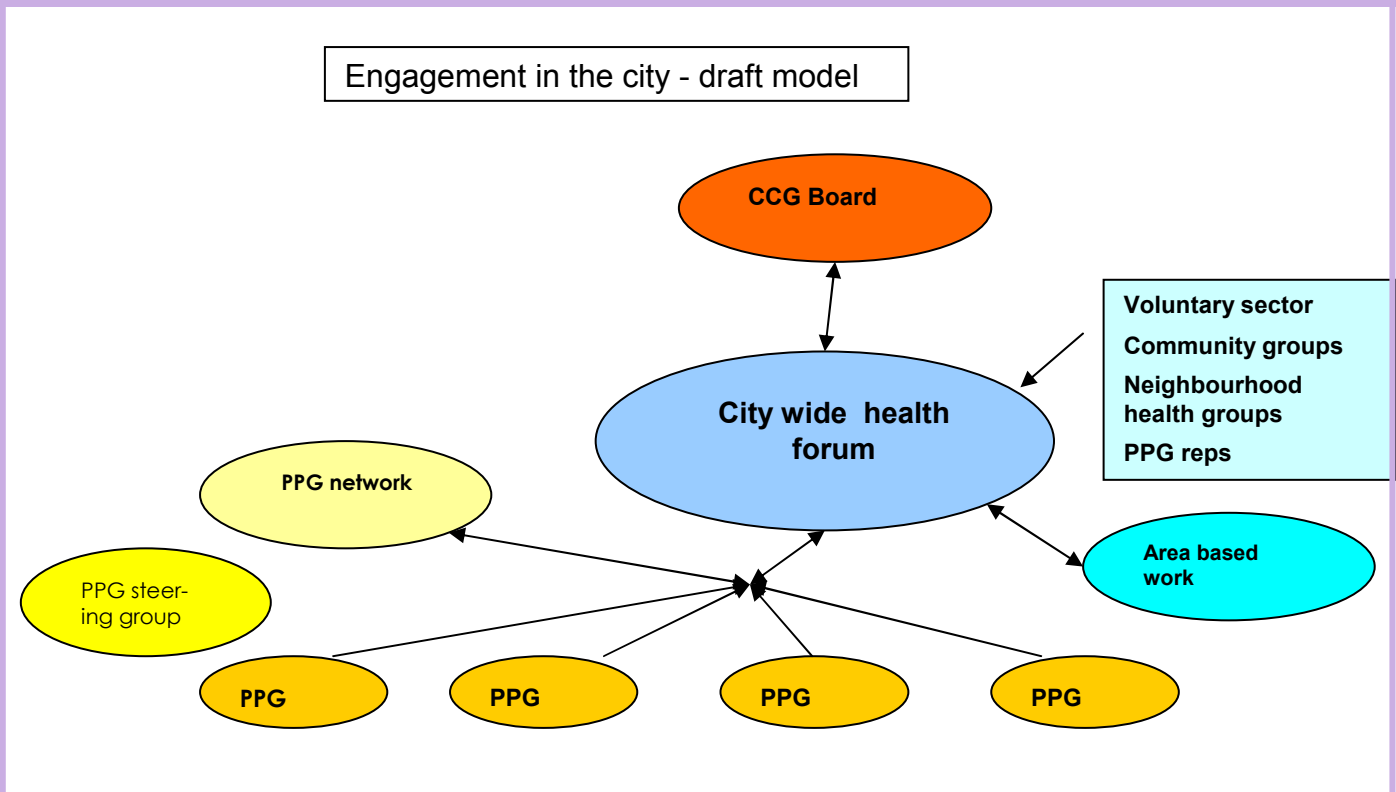
We have provided help and support to practices to develop their groups, and highlights include:

- Good practice in recruiting a diverse range of patients
- Linking with local communities—e.g. faith groups, ethnic groups, young people
- Innovative methods of recruitment to PPGs
- Asking patients about their priorities and carrying out surveys to consult widely

“We aim to put those who use our health services at the heart of planning and improving local healthcare. Patient Participation Groups are at the heart of this, and we want to help all our practices to have a thriving PPG”

**Dr Xavier Nalletamby,
local GP and CCG Chair**

How PPGs fit into the city's engagement work



Engagement in the city

You will see from the above diagram, PPGs are a core part of patient and carer engagement in the city.

We have a small reference group, comprising about 6-8 PPG members, who are helping us steer our plans for CCGs and develop appropriate training.

We are hoping to offer PPG members opportunities to be involved in area based work— for

example, linking up with existing community groups to discuss local health issues and how they might be resolved. We also want to involve PPG members in the CCGs priority areas—for example, older people’s services, and the review of children’s services.

The city wide health forum will be a place to draw together views and experiences, including those from “seldom heard” and

excluded groups.

Area based work will involve linking practices and PPGs with local community & neighbourhood groups, to identify local health and wellbeing issues and how they might be resolved.

We also want to make sure the patient voice is represented on the CCG Board.

Feedback from recent CCG events

We held two information events in June 2012, where PPG members and also members of the Community and Voluntary Centre were invited to come to hear about the CCG’s progress and priorities.

We also discussed how we intend to involve patients and carers.

For copies of the presentation from these events, plus the questions and answers, see :

<http://www.brightonandhove.nhs.uk/haveyoursay/getinvolved/EngagementEvents.asp>

If you would like paper copies, please contact Jane Lodge (details on back page).

PPG event March 2012

An event was held in March 2012, to which PPG members and practice managers were invited. In total, about 60 people attended.

The lively session included work on identifying problems encountered in developing PPGs, good practice, training and support needed, and an introduction to communities. The report of the event can be found here:

<http://www.brightonandhove.nhs.uk/haveyoursay/getinvolved/PPGResources.asp>

We have been developing training based on this feedback– see our “Support and training” section.

Getting involved in commissioning decisions

The Clinical Commissioning Group (CCG) wants to involve patients and carers in all of its commissioning processes.

We will be contacting PPG's to find people who are interested in the CCG's work and want to be involved.

Recent and current work where we have involved patients includes:

- End of life care
- Dementia
- Memory Assessment
- Procuring new mental health services

Clinical Commissioning Group priorities 2012/13 are:

- Improving services for people with mental health conditions
- Improve care for people with long term and complex health conditions
- Review children's services jointly with the city council
- Improving services for older people:
 - working to prevent falls, and improve services for those who do fall
 - improving dementia care
 - avoiding hospital admission and caring for people in community settings, where it is appropriate

Planning for 2013/14

We are currently setting our priorities for 2013/14.

This starts with looking at the Joint Strategic Needs Assessment (see page 6) to determine need in the city. Clinicians (including GP's and nurses) discuss these issues and decide on priority areas.

We will then involve PPG members, carers and the public in helping us define the problems further and work out solutions.

Coming soon in Autumn 2012.

Our partners in the city

We work closely with the following partners in the city:

- Local Authority (Brighton & Hove City Council) - the CCG shares the same local boundary
- Local NHS organisations, including hospitals, community providers, mental health providers and the ambulance service
- The Community and Voluntary Sector—the sector in Brighton and Hove is strong and vibrant, and we work with the Community and Voluntary Sector Forum and many of the groups in the city to obtain views and feedback from their members, and to help us develop our plans



About the clinical commissioning group

As a result of the 2012 Health and Social Care Act, Clinical Commissioning Groups are being formed across England. These take the place of Primary Care Trusts which will be abolished in March 2013.

CCGs are groups of GP practices who have the responsibility to collectively commission a range of health services on behalf of the local population.

The GPs will be supported by managers working within the CCG.

The Chair of Brighton & Hove CCG is Dr Xavier Nalletamby, a local GP at St Peter's Medical Centre.



The principle behind this is that GPs and other clinicians are best placed to know what care their patients need, what works well and what needs improving or changing.

The CCG is currently developing its processes and procedures and working towards an authorisation process. This national process is rigorous, and will require the submission of a range of evidence to show that we are "fit for purpose". We will be submitting our evidence for authorisation in September 2013. All CCGs around England will be authorised and ready to take on their legal responsibilities on 1st April 2013.

Your chance to help shape Healthwatch

You may have heard of the Local Involvement Network - the LINK; from April 2013 this will be replaced by Healthwatch- the Health and Social Care Watchdog.

Healthwatch will have a number of functions, including:

- Having a responsibility to find out what people think of local healthcare services—being a hub for feedback, and referring on concerns as appropriate
- Visiting healthcare settings to review the care provided, and make recommendations for change
- Provide information accessing local health and social care service, and promoting choice

Brighton & Hove City Council is currently finding out how people think Healthwatch in Brighton & Hove should work, and how they might want to be involved in shaping this organization. The consultation document is available at:

www.brighton-hove.gov.uk/healthwatch

See also the survey at:

http://consult.brighton-hove.gov.uk/portals/city-wide/healthwatch_survey?tab=files

PPG members and GP practice staff can be involved by joining a meeting on:

11th September 6-8.30pm, at the Audrey Emerton Building, Eastern Road (please contact Michelle Pooley to book a place: michelle.pooley@brighton-hove.gov.uk; tel 01273 295053)

Or by coming to our **PPG development meeting** on

11th September 2-4.30 pm, central Brighton TBC (see page 5)



Training and support

At the request of both Practices and PPG members, we will be providing a programme of training and support for GP practice staff and those in a PPG. See opportunities below:

Survey design and research

To include:

- How to ask the right questions
- Asking questions in the right way
- Constructing a survey, including online tools
- Applying this to your PPG

Dates: 17th September 10 am—12 midday
19th September 2– 4 pm

Venue: CCG Offices, Lanchester House (by Brighton station)

Aimed at: Practice staff and PPG members

Run by: Brighton & Hove Local Involvement Network

To book a place: contact Jane Lodge
(jane.lodge1@nhs.net or 01273 574649)

Community engagement training

To include:

- What is community engagement?
- What are “communities”?
- Linking up with your local communities
- Developing plans for your PPG

This training is three sessions: the first (essential) is a four-hour session,

This is followed by two two-and-a-half-hour sessions to discuss plans and progress

Aimed at: groups from practices, comprising GP's, practice staff and patients (8 people per session)

Run by:

Trust for Developing Communities

Dates: Course 1: 4th (four hours) , 11th October and 5th November (both two-hour follow up sessions)

Course 2: 24th October (4 hours), 6th and 26th November (both two-hour follow up sessions)

Venue: to be confirmed

To book a place: contact Jane Lodge
(jane.lodge1@nhs.net or 01273 574649)

PPG Development session

To include:

- Update on the Clinical Commissioning Group's work to support PPG's
- Increasing diversity in your PPG
- Shaping local Healthwatch (see page 4)

Date: September 11th 2012, 1.30- 4.30 pm

Venue: Central Brighton, tbc

To book a place: contact Jane Lodge
(jane.lodge1@nhs.net or 01273 574649)

Aimed at: PPG members and prospective members, Practice staff

Run by: CCG and Brighton & Hove City Council

Joint Strategic Needs Assessment (JSNA)

Each year, A joint Strategic Needs Assessment Summary, giving a high level overview of the population of Brighton & Hove, and their health and wellbeing needs, is published.

This aims to provide an analysis of current and future needs of local people, which will inform the commissioning of services to improve health and reduce inequality.

There is currently a consultation on this year's JSNA - your views are vital and could help shape local priorities.

For more information, and to access the consultation, please go to:

www.bhlis.org/jsna2012 (click icon for document)

For paper copies, or for more information, please contact:

ellie.katsourides@brighton-hove.gov.uk (01273 296580)



Acrobat Document

Key contacts

Jane Lodge: CCG Patient Engagement Lead
(oversees all CCG engagement, includes development of PPGs)

Jane.lodge1@nhs.net 01273 574649

Tanya Nayyar: Engagement Officer (supports all engagement activity within the CCG)

Tanya.nayyar@nhs.net. 01273 574653

Lynn Smyth/

Rob Cooper: Business Support Managers

PPG online toolbox

We have sent up a toolkit area on the CCG website.

We want to make this a useful place for Practice staff and PPG members to access and share resources!

If you would like to see anything in the toolbox, or if your PPG is happy to share your work, please let Jane Lodge know.

"It's so useful to know what other PPG's are doing – it's easy to feel isolated and to think we are the only ones struggling. Sharing ideas and resources is a great idea!"

PPG member, June 2012

Your practice's area: