

Mid-Nottinghamshire
Place-Based Partnership



Development workshop

Tuesday 28 February 2023

Housekeeping

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We will be recording the session today so we can share it widely with those who are unable to attend the session.

Please:

- Respect the views and opinions of others.
- Listen to each other and build on each other's points of view.
- Ensure everyone's voice is heard
- Place yourself on mute if you are not speaking

If you have any questions, want to change your contact information or to stop receiving updates, please contact nnicb-nn.engagement@nhs.net

Agenda



Item	Times	Speaker
Welcome and introduction	12.00 – 12.10 (10mins)	Leanne Monger
Background and the importance of PPGs	12.10 - 12.20 (10 mins)	Leanne Monger Sasha Bipin
Maintaining an effective PPG	12.20 – 12.35 (15 mins)	Louise Casey-Simpson Gilly Hagen, Celia Hemstock, Steve Wright Nic Ryan
Recruiting to a PPG	12.35 – 12.45 (10 mins)	Louise Casey-Simpson Celia Hemstock and Steve Wright
Resource pack and CVS offer of support	12.45 – 12.50 (5 mins)	Sasha Bipin
Question and answer	12.50 – 13.30 (40 mins)	All

Introduction

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NHS Nottingham and Nottinghamshire is the statutory organisation responsible for developing a plan for meeting the health needs of the population, managing NHS budgets, and buying the health services for our area.

Who is the Mid-Nottinghamshire Place Based Partnership?

We are a partnership that brings together health and social care services across Mansfield, Ashfield, Newark and Sherwood.

This partnership has been built around six ‘Primary Care Networks’ (known as PCNs). A PCN is a collaboration of GP practices working alongside other services in the community. Each PCN is directed by a GP who works in that area.

Background and context

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- Patient Participation Groups have been established for some time in Mid Notts, all at differing stages of development
- COVID has impacted on how they operate
- Membership has suffered
- Practice Managers are concerned in some instances
- We would like to ensure every GP practice has a fully functioning PPG
- Communication is key and a PPG is an opportunity for the patient voice to be heard and support general practice
- Co-designed this workshop with PPG members to provide tips on recruitment and maintaining an effective group.



Patient Participation Groups

What are they?

Groups generally consisting of volunteer patients from within the practice, their Practice Manager and a GP.

PPGs meet on a regular basis. The aims of PPGs vary based on local needs but they generally work towards ensuring that the practice places patients and improving health outcomes at the heart of their work.

Why are they important?

The views and experiences of patients and carers are important to help bring new perspectives and ideas to the surgery to improve services.

What are they not?

A forum for raising complaints or individual issues – a PPG has to represent the whole practice population. Not a forum for seeking medical advice.



Benefits of a PPG



For practices

- Support and help in meeting objectives and targets e.g. work on prevention
- Bring diverse perspectives and ideas to the planning of services
- The practice has a forum for testing ideas and suggestions
- Improved communication to the wider patient body
- Wider support for the community

For communities

- Opportunity to help shape and inform services
- An improved awareness of how the practice works and the role of practice staff
- Improved communication from the practice
- Greater responsibility for health



Patient Participation Groups

Contractual requirement:

Patient Participation Groups (PPGs) became a contract requirement for GP practices in England from April 2016.

During inspections, the CQC look at:

- how practices encourage creative ways of delivering equality of experience, outcome and quality of life for people.
- How easily people can share feedback or ideas about the service they received
- How people get accessible information about what has changed as a result of their involvement
- Any evidence to show how the practice engages with and involves people e.g. minutes of meetings, photos, social media coverage etc.

Maintaining an effective PPG

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Support:

- Supportive Practice Manager and GPs, plus committed Practice Staff
- Have a clear understanding on the roles of PPGs
- Set objectives that are realistic and achievable
- Joint expectations and goals developed by the PPG and the practice
- PPGs can support by coordinating health events, fundraising, raising awareness (e.g. a day in the life of a GP), patient surveys, and providing support and information to other patients and the practice.

Communication:

- The PPG has clear ways of working as a group (ground rules)
- Open meetings in public
- Regular communications through a range of mechanisms
- Hybrid approach
- Have links with other healthcare providers e.g. local NHS Trusts

Examples of PPG work



Huthwaite Involving Patients (HIP) group:

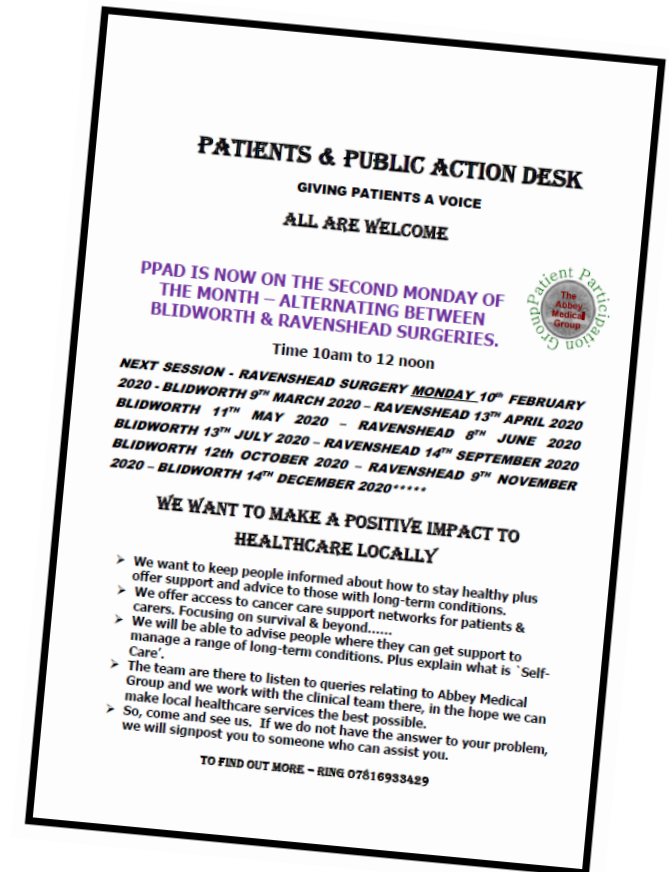
- Health events, particularly if they can be coordinated with National Events and include promotion by local support groups (e.g. Prostate Cancer event attracted 63 people) - it was timed to coordinate with Prostate Cancer Awareness Week and involved the North Notts Prostate Cancer Support Group. Breast Cancer Event was supported by Oncology Specialists from Nottingham University Hospitals and Sherwood Forest Hospitals and involved Amazon Breast Cancer Support group.

Major Oak PPG

- We regularly provide PPG related articles to local publications including the surgery newsletter, Edwinstowe Village News, Wellow Warbler, Roundabout Magazine (which covers our Ollerton patients and Sherwood Life which reaches over 10,800 homes and businesses in Ollerton, Edwinstowe, Tuxford, Sutton- on-Trent and the surrounding area.

Blidworth and Ravenshead PPG

- PPAD - A Monthly desk in the surgery where we offered information, networking and the distribution of particular information on a key topic, this being something that has come down from the ICB or District Council.





Practice Manager experience

How to get it right!

Terms of Reference

Brief and to the point – no more than 1.5 hours, aim for 1 hour

Inclusive – 1 member to lead on each agenda item

Eliminate jargon

Have a focus

Friendly and supportive – mutual respect

IT CAN BE FUN!!!!!!!!!!!!!!



Examples of Forest Medical Patient Group achievements

- Flu Day Raffle Sales – raising money for the Patient Group then spent on the purchase of bariatric waiting room chairs
- Changes to the Car Park
- Car Boot Sale – raised money for Action for Ann
- Dementia Friendly areas
- Raising funds for Nottinghamshire Blood Bikes
- Gardening Projects
- Memory Walk



Practice Manager experience Major Oak – Tips for practices

- **Be clear about expectations** – like no personal agenda, etc.. a written agreement should be in place
- **Be honest and transparent with members** – if there is a problem admit it – they are likely to support and understand
- **Involve them in events** – they are a powerful tool to help practices perform outside the usual box – we serve the community so should be part of it
- **You do not have to agree about everything** – when you decline a suggestion, support this with a reason
- **Give them a chance to get involved in surveys, talks, even some policies** etc...
- **Agree on meeting agenda and stick to it** – sometimes it can go on and on if no control is in place



Practice Manger experience Major Oak PPG

“To be honest I cannot list everything they do but what I want to say [is that] I cannot see my role as complete without working in partnership with them. They are genuine people who volunteer their time and effort to service the community.

What I personally feel is that without them, some improvements done would not be made. As you can see from the below examples, they steer me to do more for our community.”

smoking cessation
cqc inspection
survey
light night complaint theme
website weight management coffee morning flu clinic
alcohol light night breast cancer basic life support
dna policy facebook page



Future work for PPGs

Ideas for quick wins

- Practice environment (inside and outside)
- Research on local services
- Support promotion of the additional roles within Primary Care

Other areas for work

And help achieve our Mid Notts Place Based Partnership existing vision:

“We will work together to create happier, healthier communities and reduce the gap in health life expectancy across Mansfield, Ashfield, Newark and Sherwood”

Recruiting to a PPG

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Promoting the opportunity

- When people register as a patient
- Offer volunteer certificate
- Go to where people are (e.g. colleges)
- Practice invite patients who they may be familiar with
- Outline clear messages about the work of PPGs supported by the practice
- Highlight skills to be gained as a PPG member or skills that they can share as a PPG member
- Work with your local volunteer forums
- Promote PPGs through social media, word of mouth and in prominent places where people can read and get involved.

Registering as a member

- Invite everyone – not an exclusive group
- Have separate PPG email address

Examples of successful recruitment



Huthwaite Involving Patients (HIP) group:

- All new patients have a PPG introductory leaflet included in joining pack, but very little response. New members that have joined have normally been associated with existing members.
- Struggle to recruit new members – push to get younger people involved – liaising with Young Parliament member – one of PPG is employed at senior level in post-16 education.

Major Oak PPG:

- In 2017 we recruited our first student members from two local school sixth forms. They were recruited by networking/word of mouth, one by approaching the Chair of Governors and the other a parent. This has proved the most successful and quickest way to recruit; sixth form heads are very busy people and don't always reply to letters sent for some time, if at all.

Once we had our first student recruits we sent safeguarding letters to parents. One of our first students stayed with us through the sixth form and to his final year at university. He helped one of the GPs set up the practice Facebook page and helped maintain it until he left. So that is well established. All the students have made valuable contributions to our work,. As they left the group they received a volunteer certificate from the former CCG. We currently have one student member and enquiries are being made to recruit another.

Resource pack

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We are developing a resource pack which will be shared with you once ready. The pack covers the following:

- **PPG recruitment**
- **Putting on a health event**
- **Promotional material**
- **Information on where to get help.**
- **Setting up an online PPG**
- **Pros and cons of setting up a Facebook page**
- **Different ways of engaging with patients virtually.**
- **Different roles within a GP practice**

NHS Nottingham and Nottinghamshire have pulled together an engagement toolkit, working with patient and public representatives: [NHS Nottingham and Nottinghamshire ICB engagement toolkit - NHS Nottingham and Nottinghamshire ICB](#)

What good Patient and Public Involvement (PPI) should look like: [What_good_PPI_should_look_like_-_Final_Version.pdf \(emahsn.org.uk\)](#)

CVS offer of support

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Ashfield Voluntary Action, Mansfield CVS and Newark & Sherwood CVS are commissioned by NHS Nottingham and Nottinghamshire to support their work around patient engagement.

They can help you get the most of out of your PPG and can help with:

- Starting up a new PPG
- Planning a health event
- Developing a newsletter
- Fundraising
- Recruiting PPG members
- Developing a website
- Recruiting virtual members
- Use of social media to support your PPG

Ashfield Voluntary Action

0123 555 551

Mansfield CVS

01623 392444

Newark and Sherwood CVS

01636 679539

Thank you and next steps

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Thank you to all our PPG members for your dedication and time in supporting Primary Care and our local communities throughout the years.

Thank you to all our PPG members who have helped codesign and co-deliver this development workshop.



Feedback will be collected at the end of the session to look at areas for further development and support. Feedback received around:

- Funding for PPGs
- Training/coaching/mentoring for PPGs
- IT support
- PPG collaboration at PCN level?
- Promotional videos

<https://forms.office.com/e/fZw8Ddqvm0>





Questions

Our speakers would be happy to answer your questions