

Patient Participation Groups (PPGs) Survey

April 2017

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Introduction

Community Works, Trust for Developing Communities, Hangleton & Knoll Project and Serendipity were commissioned by Brighton & Hove Clinical Commissioning Group to provide support to Patient Participation Groups (PPGs) in the city between April 2015 and March 2017.

The purpose of the commission was to purchase community development expertise to support the development of PPGs, to enable them to build their capacity, extend their reach and to integrate with their local community. The commission also aimed to increase the engagement of local people in discussions relating to health and wellbeing, particularly in relation to GPs.

Background to the survey

In March 2017, we invited PPGs to take part in an online survey which asked questions about their:

- **PPG**
- **experience of receiving support to help their PPG to grow and develop**
- **views on what future support they'd like**

The purpose of the survey was to understand more about where PPGs were in their development, following the support, and to gather evidence on the impact of the support. We used our contacts list to invite all PPGs to complete the survey, and the clinical commissioning group also used their contacts to invite PPGs to complete the survey.

Initially, 44 responses from 20 PPGs were received. However, two of the respondents had not answered any of the questions so were removed from the data, and another two did not provide the name of their PPG so were also removed from the data.

In order to ensure we only analysed one response per PPG, where more than one response from a PPG had been received, responses were merged together and averaged out to provide a single, average response for that PPG. If a response to a particular question couldn't be averaged out, then the lowest common response was used. This helped to ensure that the impact of the work was not overly exaggerated in the data. In total, 33 responses from 11 PPGs were merged and averaged out. This left a total of 18 responses from 18 PPGs in the data, which were then analysed.

The statistics in this report have been rounded to give whole numbers. Percentages are always shown first, with the total number of respondents in brackets afterwards

Thank you

We'd like to thank everyone who took the time to complete the survey and provide us with information about their PPG, their experience of the support they've received and

how they'd like to be supported in the future. The survey results will be used by the clinical commissioning group to make future funding decisions, and by community-support organisations to plan any future support.

Alternative format

If you require this information in a different format, get in touch with us on info@bhcommunityworks.org.uk or 01273 234023.

Survey results

About the respondents

18 PPGs responses to the survey were analysed. This represents 47% (n.38) of the PPGs we've worked with over the last couple of years (NB the Arch surgery is outside the scope of commissioned PPG support). Of the 18 who responded, two are Community Works members.

As a result of the merging and averaging out of responses, the data on people's role in relation to their PPG was mostly lost. 56% (n.10) of the responses were merged, so there is no specific data to analyse on their role. However, of the 44% (n.8) responses that include data on people's roles in their PPG 50% (n.4) of the responses were from practice managers and 25% (n.2) were from other members of staff from the surgery.

About the PPGs

89% (n.16) of the PPGs meet face-to-face and 11% (n.2) don't meet face-to-face.

56% (n.9) of PPGs who responded to the question said that they have approximately 6-10 people who meet face-to-face and 25% (n.4) have approximately 0-5 people who meet face-to-face.

56% (n.9) of PPGs who responded to the question said that they meet face-to-face approximately once a quarter and 25% (n.4) meet face-to-face approximately once every two months.

38% (n.6) of PPGs who responded to the question said that their practice manager organises their meetings, and 31% (n.5) said that the chair of their PPG organises their meetings.

75% (n.12) of PPGs who responded to the question said that their practice manager attends their PPG to provide support/input, 69% (n.11) said that GPs attend, 50% (n.8) said that other staff from their surgery and a community development worker or Community Works staff member attends to provide support/input.

Based on this data, we have made the assumption that, on average, 115 people from 16 PPGs are meeting face-to-face. If we make a further assumption that the PPGs who

responded to the survey are representative of all the PPGs that we've worked with, then, on average, 304 people are meeting face-to-face as part of a PPG, approximately once every two to three months. This represents a sizeable community that may not have met quite as regularly or in such numbers before the commissioned support.

About virtual PPGs

33% (n.6) of the PPGs have a virtual PPG, 56% (n.10) don't have a virtual PPG and 11% (n.2) don't know if they've a virtual PPG.

50% (n.3) of the PPGs who responded to the question said that 20-29 people are involved in their virtual PPG, and 33% (n.2) said that 10-19 people were involved.

33% (n.2) of the PPGs who responded to the question said that they communicate with their virtual PPG once every two months, and 50% (n.3) said between three and six times a year.

Based on this data, we have made the assumption that, on average, 147 people from 6 PPGs are part of a virtual PPG. If we make a further assumption that the PPGs who responded to the survey are representative of all the PPGs that we've worked with, then, on average, 323 people are part of a virtual PPG, which communicates approximately once every two to six months. This represents a sizeable community that may not have communicated quite as regularly or in such numbers before the commissioned support.

Wider patients

28% (n.5) of the PPGs communicate with 10-19 patients from the surgery's wider patient list, 22% (n.4) communicate with the whole patient list or don't know if they do, and 11% (n.2) communicate with 40-49 or 60-69 patients.

100% (n.18) of the PPGs communicate with their surgery's wider patient list via an email group, 72% (n.13) use posters/leaflets in the GP surgery, and 22% (n.4) by word of mouth.

Based on this data, we have made the assumption that, on average, 491 patients from surgeries patient lists are communicated with via their PPG. If we make a further assumption that the PPGs who responded to the survey are representative of all the PPGs that we've worked with, then, on average 1,195 patients from surgeries patient lists are being communicated with via their PPG, as well as 8 PPGs who communicate with their surgery's whole patient list. This represents a sizeable community that may not have communicated before the commissioned support.

Based on the data, we could assume that at an absolute minimum, 1,822 people are in contact with their local PPG in some way. This represents 0.7% of the city's population from the 2011 census.

Focus of PPGs

53% (n.9) of the PPGs who responded to this question said that they'd focused on issues related to patient access, 41% (n.7) said they'd focused on health promotion or awareness raising or developments or changes within the practice, 29% (n.5) said they'd focused on issues related to appointments, and 24% (n.4) on transport or parking, wider health service developments or changes, and on increasing participation in their PPG or improving the way their PPG runs.

Based on what PPGs have told us their recent focus has been, we can assume that their members have been involved in improving patient access to surgeries and coming up with local solutions to patient access issues, appointments, transport or parking at their surgery or developments or changes within their surgery. A couple of PPGs specifically said that they'd worked to improve access for people with a disability or to improve support to carers.

Members of PPGs have also discussed health issues and priorities both in relation to promoting healthy living and to wider health service developments or changes. This has probably led to an increase in their awareness or knowledge of local health services.

PPG representation

89% (n.16) of the PPGs are represented at the PPG network. Of these, 33% (n.6) are sometimes represented and 61% (n.11) are regularly represented. Only 6% (n.1) aren't represented at all.

89% (n.16) of the PPGs are represented at other health events in the city. Of these, 50% (n.9) are sometimes represented and 39% (n.7) are regularly represented. 11% (n.2) aren't represented at all.

PPGs noted that they're represented at Clinical Commissioning Group board meetings, and involved in their procurement exercises and Better Care meetings. PPGs also noted that they're involved in a number of voluntary and community organisation's meetings, such as Healthwatch, Hangleton & Knoll Project, and the Age Friendly City initiative.

Based on this data, if we make the assumption that the PPGs who responded to the survey are representative of all the 38 PPGs that we've worked with, then, approximately only 2 or 3 PPGs that we've worked with, have never attended the PPG network. This suggests that the PPG network is a well-attended forum, and we could conclude that PPGs have felt able to participate and be an active partner in the work of the PPG network, as a result of the commissioned support.

PPG support

78% (n.14) of the PPGs said that they found the support provided by Community Works, Trust for Developing Communities, Hangleton & Knoll Project and Serendipity to be either helpful or very helpful. 17% (n.3) didn't know or thought they hadn't received support, and 6% (n.1) said they found the support not at all helpful.

44% (n.8) of the PPGs noted that the support provided by Community Works and community development support providers had been helpful in a range of ways from planning community events, to helping them to meet, providing useful documentation, helping them to connect to a wider range of people, to bringing about the set-up of the group in the first place.

56% (n.9) of the PPGs who responded to the question, said that they got bespoke support from a community development worker, 44% (n.7) said that they attended the annual PPG peer-led event or got help to publicise their PPG and attract new members. 38% (n.6) attended PPG training, and 31% (n.5) got help to run an event, attended an information or consultation event, or used a PPG toolkit.

Based on this data, if we make the assumption that the PPGs who responded to the survey are representative of all the PPGs that we've worked with, then, approximately 79% (n.30) have found our support to be helpful or very helpful. Additionally, 50% (n.19) will have received some form of bespoke support from a community development worker as a result of the commissioned support.

PPG health fund

61% (n.11) of the PPGs received a grant from the PPG health fund.

64% (n.7) of the PPGs who responded to the question said that they spend the grant on publicity materials for their PPG, 55% (n.6) on running an event or raising awareness of health issues, and 17% (n.3) on contacting the wider patient list at their surgery.

64% (n.7) of the PPGs who responded to the question, said that the grant enabled them to, increase their reach, run community health events to increase awareness about health issues and healthy living, or produce publicity materials to promote their event or PPG.

Based on what PPGs have told us they spent their grant money on, we can assume that they've helped to promote healthy living amongst the local community or to increase awareness or knowledge of health issues. The grants have also helped PPGs to reach out to their local community and get more people involved.

PPG future support

67% (n.10) of PPGs who responded to the question, said that they wanted support to understand and be involved in cluster developments, 60% (n.9) said they wanted more community development support at their meetings or support to share learning and ideas.

53% (n.8) said they wanted facilitated workshops or training, or support to involve more people in their PPG, and 47% (n.7) said they wanted support to involve more people from diverse communities in their PPG or support to help them to meet their aims or objectives.

Of those who said they wanted support to involve more people from diverse communities in their PPG, the following groups were identified:

- older frail patients
- ethnic minorities
- people of different ages
- students
- younger people

Based on what PPGs have told us about the support they'd like in the future, their appears to be a continued need to support them to understand and to be involved in GP cluster developments and a clear desire for this and other support to be provided by community development workers.

They also want support to continue to involve more people and more people from diverse communities in their PPG. Often PPGs lack the ideas or knowledge of how to do this, and community development workers and community-support organisations are able to share their extensive experience and knowledge on how to do this successfully or to connect PPGs with other groups who've done this successfully.

Conclusions

The analysis of this survey, and particularly the work to merge multi-responses from a PPG, highlighted the sometimes contradictory or unclear information held within PPGs. This indicates an additional support need which PPGs may have to further improve communication and co-ordination within their group.

Overall, PPGs appear to have greatly benefited from the commissioned support provided to them. They've a growing base of people and patients involved in or connected to their PPG, and they appear to value the support provided and are keen to receive more. PPGs frequently said in the open-ended responses to the survey that they found community development providers support to have been very helpful in a variety of ways.

The analysis of the survey's findings shows that the commissioned support has helped PPGs to:

- discuss health issues and priorities
- develop local solutions to problems faced by their surgery
- make efforts to reach out to relevant groups and communities
- be an active partner in the PPG network
- have awareness and knowledge of local health issues and how to live healthily

PPGs are continuing to grow and to develop and to achieve the kind of outcomes which both they and the Clinical Commissioning Group hope to achieve. PPGs increasingly have the capacity, reach and connections that they need to be patient engagement vehicles. However, they are still at a relatively early stage in their development as community groups, and many would appear to want further support to enable them to grow and to develop.

Active, flourishing, and well-connected, well-run PPGs will enable the Clinical Commissioning Group to achieve its duty around patient engagement, and also contribute to ensuring that health and social care services in the city are people-focused. With the right support, PPGs will be well placed to be one of the platforms for enabling this to happen.

Data tables

Question 1 Which PPG are you involved in?

The following PPGs responded to the survey:

- Avenue Surgery PPG
- Beaconsfield Surgery PPG
- Brighton Health & Wellbeing Centre PPG
- Hangleton & Knoll Health Forum
- Haven Medical Centre PPG
- Hove Medical Centre PPG
- Links Road Surgery PPG
- Pavilion Surgery PPG
- Portslade Health Centre PPG
- Preston Park Surgery PPG
- Regency Surgery PPG
- Sackville Medical Centre PPG
- Saltdean & Rottingdean & St Lukes PPG
- St Peters Medical Centre PPG
- Standford Medical Centre PPG
- Warmdene Surgery PPG
- Wish Park Surgery PPG*
- Woodingdean Medical Centre PPG*

*Community Works members.

Question 1b What is your role in relation to the PPG?

Role in PPG	Number of responses
chair of the PPG	1
PPG member	1
other member of staff from the surgery	2
practice manager	4
merged responses	10
don't know	0
Total number of responses to the question	18

Question 2 Does your PPG meet face-to-face?

Meet face-to-face	Number of responses
no	2
yes	16
don't know	0
Total number of responses to the question	18

Question 3 Approximately how many people meet face-to-face?

Number of people who meet face-to-face	Number of responses
0-5	4
6-10	9
11-15	1
16-20	1
21-25	0
26+	0
did not answer	1
don't know	0
Total number of responses to the question	16

Question 3a Approximately how often does your PPG meet?

How often people meet face-to-face	Number of responses
once a week	0
once a fortnight	0
once a month	1
once every two months	4
quarterly	9
three to four times a year	1
twice a year	1
don't know	0
Total number of responses to the question	16

Question 3b Who organises the meetings of your PPG?

Who organises meetings	Number of responses
volunteer	0
secretary	0
other member of staff from the surgery	2
more than one person	3
chair of PPG	5
practice manager	6
don't know	0
Total number of responses to the question	16

Question 3c Who attends your PPG apart from patients eg to provide support/input?

Attendees who provide support/input	Number of responses
don't know	0
visitors from clinical commissioning group	3
other	3
Practice nurse	3
receptionist	6
community development worker or Community Works staff	8
other staff from the surgery	8
GPs	11
practice manager	12
Total number of responses to the question	16

Question 4 Does your surgery have a virtual PPG?

Virtual PPG	Number of responses
no	10
yes	6
don't know	2
Total number of responses to the question	18

Question 4a How many people are on the email list for your virtual PPG?

Number of people in virtual PPG	Number of responses
<9	0
10-19	2
20-29	3
30-39	0
40-49	1
Total number of responses to the question	6

Question 4b How often does the virtual PPG communicate?

How often people communicate	Number of responses
once a week	0
once a fortnight	0
once a month	1
once every two months	2
three times a year	1
for times a year	1
six times a year	1
don't know	0
Total number of responses to the question	6

Question 5 Approximately how many of the wider patient list does your PPG communicate with?

Number of wider patients communicate with	Number of responses
<9	0
10-19	5
20-29	0
30-39	0
40-49	2
50-59	0
60-69	2
70-79	0
80-89	0
90-99	0
100-199	0
200	1
don't know	4
the whole list	4
Total number of responses to the question	18

Question 6 How do you communicate with PPG participants?

How communicate with wider list	Number of responses
via an email group	18
using posters/leaflets in the GP surgery	13
through the post	4
by word of mouth	5
other	4
Total number of responses to the question	18

Question 7 What has your PPG focused on recently eg particular services/issues or concerns/events or activities?

Focus of PPG	Number of responses
prescriptions	2
support for carers	2
practice closures	3
transport or parking	4
participation in PPG or running of PPG	4
wider health service developments and changes	4
appointments	5
practice developments and changes	7
health promotion e.g. events, health eating, awareness	7
patient access	9
did not answer	1
Total number of responses to the question	17

Question 8 Does your PPG send a representative to PPG network meetings?

Represented at PPG network	Number of responses
no	1
sometimes	6
regularly	11
don't know	0
Total number of responses to the question	18

Question 9 Is your PPG represented at other health events in the city?

Represented at other health events	Number of responses
no	2
sometimes	9
regularly	7
don't know	0
Total number of responses to the question	18

Question 9b If yes, tell us which

Type of health event	Number of responses
Better Care	1
Clinical Commissioning Group board meetings	2
Age friendly city meetings	1
Healthwatch	1
Hangleton & Knoll Project meetings	1
Clinical Commissioning Group procurement meetings	1
Total number of responses to the question	6

Question 10 How helpful have you found the support provided by Community Works, Trust for Developing Communities, Hangleton & Knoll Project, and Serendipity?

Found support provided	Number of responses
not at all	1
helpful	10
very helpful	4
don't know, we've not received support	3
Total number of responses to the question	18

Question 10b Tell us more about your answer

"As a well-established PPG we have not had too much contact with Community Works though they offered some limited support to planning a community event some time ago which unfortunately was ultimately not taken forward."

"A Community Works representative has attended some PPG meetings and been helpful and encouraging."

"The Hangleton & Knoll Project has helped to advertise the PPG and send minutes and agendas to a wider audience."

"We're a new member of Community Works, but anticipate good support from them."

"Not had much to do with them directly, but good advice given."

"Trust for Developing Communities arranged the participants for our healthy living event and supported the group before and during the event."

"Trust for Developing Communities was very prominent in setting up the Warmdene PPG 18 months ago."

"The documentation that has been provided by Community Works has been helpful, as will be the £500 grant. The Hangleton & Knoll Project put some pressure on the surgery to set the PPG up."

"Trust for Developing Communities has been helpful in giving advice and offering support to our PPG."

Question 11 If you've received support, what type of support have you received?

Type of support received	Number of responses
help to communicate with a wider patient list	2
support around understanding changes in primary care	3
other	4
used a PPG toolkit	5
attended an information or consultation event	5
help to run an event	5
attended PPG training	6
attended the annual PPG peer-led event	7
help to publicise PPG and attract new members	7
got bespoke support from a community development worker	9
Total number of responses to the question	16

Question 12 Did your PPG receive a grant from the PPG health fund?

Receive a grant from PPG health fund	Number of responses
no	7
yes	11
Total number of responses to the question	18

Question 12a If your PPG received a grant from the PPG health fund, what did you spend it on?

Spent health grant on	Number of responses
training	0
expenses for volunteers and speakers	1
working in partnership with the voluntary and community sector	1
other	1
contacting the wider patient list	3
raising awareness around health issues	6
running an event	6
publicity materials	7
Total number of responses to the question	11

Question 12b What did the PPG grant enable you to do that you couldn't have done otherwise?

"Get out to patients that cannot attend the surgery easily and therefore, may not have a voice."

"Organise a healthy eating event for the local community."

"Pay for publicity for our event, hire a hall, and fund participants,"

"As PPGs do not have budgets, we were able to hire a hall, purchase advertising and prepare literature."

"Purchase publicity materials and banners." "Run educational talks for patients at the surgery."

"Unknown."

"We have the capacity to engage with patients attending the practice to seek their views on issues of interest."

Question 13 What support would you find helpful next year?

Support next year	Number of responses
other	2
support to help meet PPGs aims and objectives	7
support to involve more people from diverse communities in PPG	7
support to involve more people in PPG	8
facilitated workshops or training for PPG	8
Support to share learning and ideas eg annual PPG event	9
more community development support at your meetings	9
support to understand and be involved in cluster developments	10
did not answer	3
Total number of responses to the question	15

Question 13a If you answered 'support to involve more people from diverse communities in your PPG' which particular groups are you keen to engage?

- older frail patients
- ethnic minorities
- people of different ages
- students
- younger people

Question 14 Do you have any other comments about your PPG or support for your PPG?

"The Hangleton & Knoll Forum is fantastic and essential for serving our community. It's very good and I have learned a lot about everything to do with health and we have been able to feed in directly to our own doctors and get things sorted."

"I do feel that communication with patients could improve...perhaps the creation of a virtual PPG to encourage discussion would be an advantage rather than attending a face-to-face meeting every 3-4 months."

"It's a bit of an uphill struggle to get interest from the wider list of patients. But we have the buy in from the doctors and practice manager and are fortunate to have some committed PPG members who have supported the activities of the group for four years or more."

"The support received from the Trust for Developing Communities has been excellent."

"The Trust for Developing Communities has been invaluable as they have committed time and energy and have vast knowledge of other groups within the city."