

# Uttoxeter U3A AGM

**Patient Participation “Groups”**

**What** and **Who** are they  
and **How** can they assist?

**John Bridges 21<sup>st</sup> June 2017**

# The Communication Chain

**1. EAST STAFFS CLINICAL COMMISSIONING GROUP**

**2. EAST STAFFS PATIENT BOARD**

**3. EAST STAFFS DISTRICT PATIENT ENGAGEMENT GROUP**

**4. PATIENT PARTICIPATION GROUPS, (PPG'S)**

**5. THE GP SURGERIES**

**6. OTHER OUTSIDE ORGANISATIONS**

# EAST STAFFORDSHIRE CLINICAL COMMISSIONING GROUP

## GOVERNING BODY MEMBERSHIP

Dr Charles Pidsley	CCG Chair
David Harding	Deputy Chair of Governing Body
Tony Bruce	Chief Accountable Officer
Wendy Kerr	Chief Finance Officer
Sarah Shingler	Chief Nurse and Director of Quality
Nicola Harkness	Chief Operating Officer
Miriam Masaud	GP Executive Member
Dr Wai Lim	GP Executive Member
Dr John Tansey	GP Executive Member
Simon Jones	GP Executive Member
Mr Raj Saha	Secondary Care Consultant, Governing Body
Chris Ragg	Lay Member (Patient and Public Involvement)
Lynne Smith	Lay Member for Quality

There is currently a vacancy for a further GP Executive Member.

# Our Mission Statement

“East Staffordshire CCG Member Practices will work together, and with stakeholders, sharing best practice and expertise. With this we shall strive for significant improvements in the overall health of the population we serve whilst at the same time achieve a sustainable local health economy and reduce health inequality.”

# Our Values are to:

- Develop a culture of genuinely clinician-led commissioning, taking decisions in the best interests of the local population
- Engage with patients and the public with respect to decisions taken about their health services
- Ensure that all selected providers have the right level of capacity and capability to undertake the work specified by the CCG
- Always take decisions in the light of the likely effect on the important relationship between individual GPs and their patients
- Focus on quality first by emphasising the importance of getting it right first time: from this efficiency and productivity will follow
- Establish and strengthen working relationships with Local Medical Committees, further enabling successful outcomes in commissioning
- Work in partnership with other CCGs, the Health & Wellbeing Board and local authorities to improve outcomes for our residents and to maximise efficiencies in commissioning

# The Communication Chain

## 1. EAST STAFFS PATIENT BOARD

Chris Ragg	Chair and the East Staffs CCG Lay Member (Patient & Public Involvement).
John Bridges.	Vice Chair and Patient Representative.
Susan Adey.	Healthwatch and Patient Representative.
Lisa Beard.	Age UK, Burton
Paul Laffey.	YMCA
Lynne Barrell.	Burton Mind
Sarah Payne.	Support Staffordshire
Ian North.	Harvey Girls & Dads 4 Dads
John Widdowson.	Burton Albion Community Trust

## EAST STAFFS DISTRICT PATIENT ENGAGEMENT GROUP

Susan Adey.	Chair and Patient Representative, Trent Meadows PPG
John Bridges.	Vice Chair and Patient Representative, Tutbury Practice PPG

+ Members from those PPG's that currently exist within the 18 Practices that cover East Staffs CCG area  
Currently representation is from 10 PPG's

**In addition, some representatives on the above are members of other Organisations with the East Staffs area. These include: Burton Diabetes UK, Virgin Care Citizens Panel, St Giles Hospice, Healthwatch, Alzheimer's Society, Both the Burton & Derby Hospitals NHS Foundation Trusts and other Health related Organisations. Other Outside bodies related to Health.**

# Patient Board

The Patient Board provides the means for a two-way communication flow between East Staffordshire and CCG (ESCCG) and Patients, Carers, Patient Participation groups, Voluntary and Community groups and Staffordshire Health Watch in the local area.

The Board is one of the mechanisms through which information is fed into the CCG Governing Body on patient experience and patient feedback to help inform commissioning decisions and prioritisation. The Board also provides the means for the CCG Governing Body to cascade information relating to any proposed service changes at the beginning of the planning process. This ensures that patient representatives of East Staffordshire can have the opportunity to influence commissioning plans and decisions in an effective manner.

# Remit

- To work in partnership with the Clinical Commissioning Group (CCG) as a critical friend to provide strategic oversight and assure patient involvement in all aspects of the commissioning cycle.
- To network with other groups and stakeholders to actively seek out the opinions and feedback of patients and the public, including the views of seldom heard groups.
- To provide assurance that all commissioning work has patient input at the heart of the process.
- To use the intelligence from the Insight database to ensure that decisions about commissioning and services are informed by the evidence provided by Insight.
- To report to the CCG Governing Body via the Lay Member, (Patient and Public Involvement), who will chair the Patient Board.

# East Staffordshire District Patient Engagement Group

## **Mission Statement.**

The objective of the group is to enable patient representatives, from each of the PPG's within the East Staffordshire area, to come together and discuss areas of good practice and those of concern so that meaningful discussion can be held across the whole spectrum of East Staffordshire GP surgeries. This hopefully will lead to the provision of consistent high quality medical care and services for all patients within East Staffordshire

# The main aims of the group are:

- To be a forum for discussion on both good practice and that of concern that may exist within the different surgeries within East Staffordshire.
- To provide, where possible, assistance to those PPG's who are just starting up and wish to learn / have input from those already established groups.
- To promote PPG's to meet with other like-minded patients of their surgery, the doctors and practice staff, to promote the wellbeing of patients' and support the practice to provide a high quality of care and service.
- A forum where policies and decisions issued by the ESCCG and other outside bodies can be discussed with concerns or otherwise being sent up to the ESCCG Patient Board who, after discussion, can add their comments and feed through to the ESCCG Board. The opposite can also happen with the ESCCG passing down information that they would welcome the patient perspective / views.

# What are Patient Participation Groups?

Patient Participation Groups, or PPGs as they are known, are a group of patients that are linked to their individual GP practices.

# Who Are They?

- They are a group of patients who discuss issues and ideas with their practice to help influence patient care and well being within the Practice.
- The overall aims are to maintain quality of care and to work with the staff on moving the Practice forward in these challenging times.
- To achieve this individual PPG's and Practices,

**ALL have to work together**

**COMMUNICATE positively and move to achieve**

**EXCELLENCE for all concerned.**

# TUTBURY PATIENT FORUM

- Active for nearly 10 years
- Meets every 2 Months
- Active attending members 15-20
- Forum is totally autonomous of the Practice and has its own constitution and elected officers
- Virtual group membership of approx. 40
- Practice Manager and Medical / or Admin attend all meetings
- Involved with the local community

# Contact with Outside Organisations

- Have 2 representatives on the Local District Engagement Group.
- Have a member on the Patient Board.
- Contact with Healthwatch and other outside bodies.
- Involved with local consultation events.
- The Local MP and the Government over health issues that effect patients.
- Members of the National Association for Patient Participation, (N.A.P.P).
- Had patient representatives and/or practice staff from local practices attend our meetings.
- Given talks to other practice patient groups, (PPG's).
- Involvement with local School Academy in holding Year 9 student Health Days

# ACHIEVEMENTS

- Over time have developed an excellent working relationship with the Practice resulting in open frank discussions.
- Have had presentations by Practice staff and Outside Speakers.
- Supported the Practice in changes to “Do not attend” protocols and other issues that effect both practice / patient.
- Purchase and installation of 5 external Defibrillators in the community.
- 2 day Health Roadshows for Year 9 students at The deFerrers Academy.
- Completed various patient surveys. The annual ones involving open meetings with all the Practice Partners and available Practice staff to discuss issues expressed by both parties.
- Increased contact and profile with other outside organisations

# Tutbury Practice- Relationship with our Forum

- Work well together- typical example being with the Practice Patient Surveys.
- Supportive- Health Events, Quiz nights, Fund Raising, Community Defibrillator Project, Have a presence at the Forum meetings.
- Direct link between Patients and the Practice
- Open and Honest Discussion. Receptive
- Information Providers

In a nutshell, we have a great working relationship with our Forum. The hard work and effort that every member of the Forum puts in and their commitment shown towards the Practice is tantamount to its success. I feel that without this commitment we wouldn't have a Forum.