

PPGs in Southampton

The current landscape of Patient Participation Groups in Southampton (SO14-SO19).

Background

As part of its work Healthwatch Southampton regularly attends various Patient Participation Group (PPG) meetings across Southampton seeking to hear local patient experience. Patient Participation Groups are comprised of patients and practise staff and meet at regular intervals to identify and solve issues at that practice. Since April 2016 it has been a contractual requirement for all practices in England to operate a PPG group and make reasonable efforts for this group to be representative of the practice population.

Through our work we realised there were discrepancies' in how PPG groups were operated. Some primary care service providers were running regular PPG meetings, others had yearly online forums or surveys and some service providers had no form of PPG at all.

Healthwatch Southampton believes it may be beneficial to the residents of Southampton to form a PPG network that would link PPGs across Southampton. This proposed network would exist to help provide guidance and aid in reporting. This report has been compiled to document the current landscape of Patient Participation Groups in Southampton and to ascertain the value of establishing a PPG Network.

What we did in brief

Healthwatch Southampton conducted a survey contacting GP practices (including branches) in Southampton. Throughout April 2017 our team contacted each practice within SO14 - SO19 (including branches) and asked whether practices currently operated (or were in the process of establishing) a Patient Participation Group (PPG).

We documented whether these groups met in person or were operated through digital means (with scheduled surveys/reports etc emailed out to its members). In addition we also checked practice websites for information.

We initially included the Homeless Healthcare Team in our survey although we ultimately decided to remove them from this report as the nature of the care they provide means that it is unlikely that a formal PPG could be established. Although they are unable to run a PPG in the traditional sense, the Homeless Healthcare Team does conduct regular questionnaires and surveys to service users, their family and carers.

Results

General Findings

28 practices (including branches) currently operate a PPG in some form. This represents 76% of all practices in Southampton.

Although 9 practices (24% of all practices in Southampton) do not currently operate a PPG, it should be noted that 5 of these practices are currently in the process of establishing a PPG.

In total 33 practices (89%) either have a PPG or are currently establishing one.

In-person Meetings

Of the 28 practices (including branches) that currently operate a PPG, 17 have regular in-person meetings.

Physical and Virtual PPGs

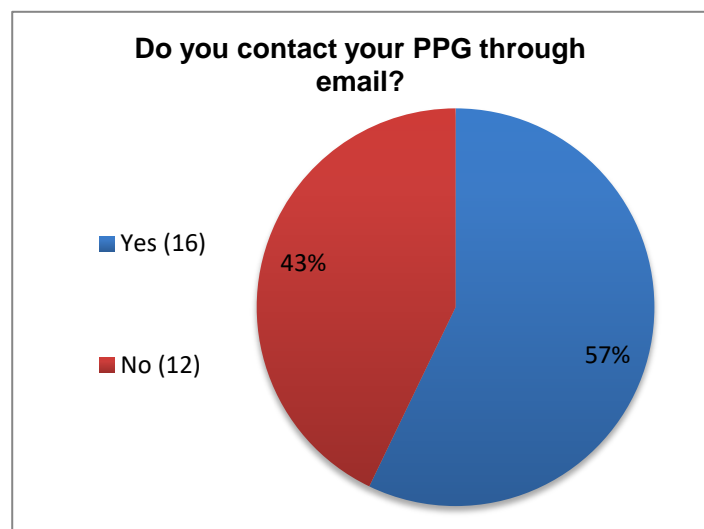
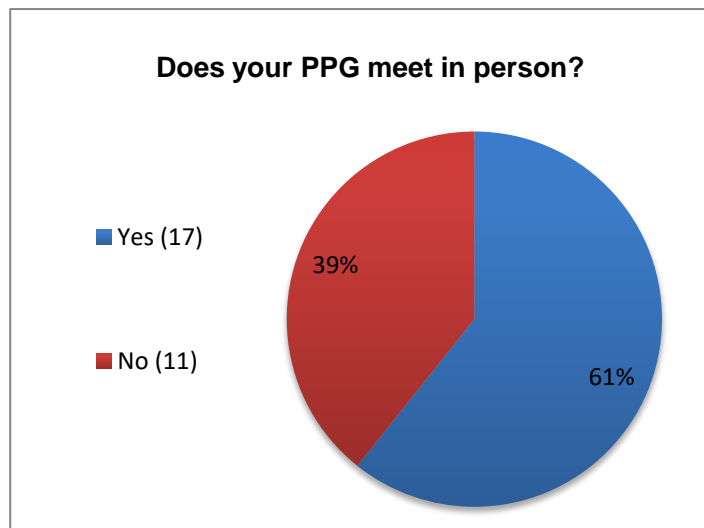
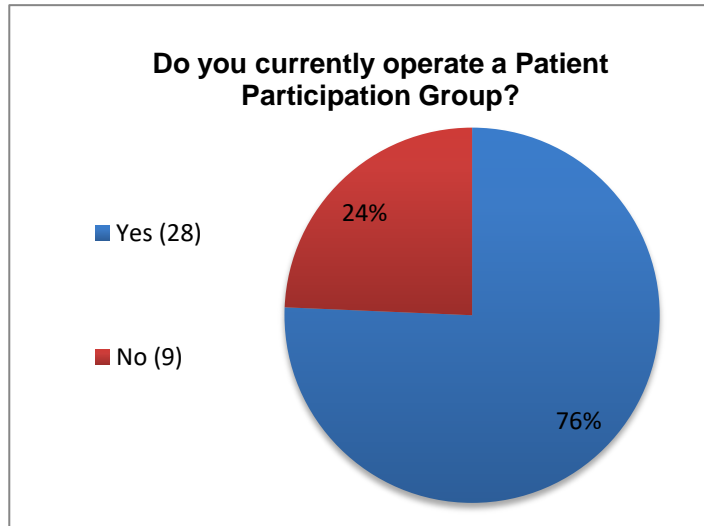
11 of the 28 branches that currently operate a PPG have a purely virtual PPG that do not hold in-person meetings.

4 of the 5 practices that intend to establish a PPG will be purely virtual with no in-person meetings currently planned. Only one practice intend to create a PPG that runs regular in-person meetings.

Email

16 practices contact their PPG through email. They typically send annual reports and surveys/questionnaires for competition whilst 12 practices do not email their PPG.

5 practises hold both regular in-person meetings and contact their PPG through email.



Full Results

Provider Name	PPG Group?	In-Person Meetings?	Virtual Group?	Additional Info?
Adelaide Solent GP Surgery	Yes	Regularly	No	-
Aldermoor Surgery	Yes	Every 3 months	No	-
Alma Medical Centre	Yes	Monthly	No	-
Atherley House Surgery	Yes	No	Yes	-
Bath Lodge Practice	Yes	6 weeks	No	-
Bitterne Park Surgery	Yes	No	Yes	-
Bitterne Surgery (Branch)	Yes	Yes	No	-
Brook House Surgery	Yes	Every 2 months	No	-
Burgess Road Surgery	Yes	No	Yes	-
Canute Surgery	Yes	No	Yes	-
Chessel Practice	Yes	Quarterly	No	-
Cheviot Road Surgery	Yes	Regularly	No	-
Harefield Surgery	Yes	Twice a year	Yes	-
Highfield Health	No	No	No	-
Hill Lane Surgery	Yes	No	Yes	-
Ladies Walk Practice	No	No	No	Creating virtual PPG
Lordshill Health Centre	Yes	No	Yes	-
Mulberry Lodge Surgery	No	No	No	Creating virtual PPG
Nicholstown Solent GP Surgery	Yes	Every 2 months	No	-
Old Fire Station Surgery	Yes	No	Yes	-
Portswood Solent GP Practice	Yes	Regularly	No	-
Raymond Road Surgery	No	No	No	-
Shirley Health Centre	Yes	Yes	No	-
Shirley Avenue Surgery	Yes	Regularly	No	-
Spitfire Court Surgery	Yes	No	Yes	-
St Denys Surgery	No	No	No	Creating virtual PPG
St Mary's Surgery	Yes	Yes	Yes	-
St Peters Surgery	Yes	No	Yes	-
Stoneham Lane Surgery	No	No	No	Creating virtual PPG
Telephone House Surgery	Yes	Yes	Yes	-
Thornhill Surgery	Yes	Yes	Yes	-
Townhill Surgery	No	No	No	Creating in-person PPG
University Health Centre	Yes	No	Yes	-
Victor Street Surgery	No	No	No	-
Walnut Tree Surgery	No	No	No	-
Weston Lane Surgery	Yes	Twice a year	Yes	-
Woolston Lodge Surgery	Yes	No	Yes	-

Recommendations

The research shows that there is variation in PPG activity across the City and we think that there is scope for PPGs to be further developed to increase patient and public involvement within general practice.

- We recommend that efforts be put in place to form a network of PPGs in Southampton. This can help groups to learn and from each other and for best practice to be shared
- This could involve a Southampton PPG event or conference being convened

Healthwatch Southampton is willing to help facilitate this in conjunction with any interested parties such as Southampton Primary Care Limited and Southampton City CCG.

Response from Southampton City Clinical Commissioning Group (SCCCG)

Healthwatch Southampton forwarded the draft of this report to Southampton City Clinical Commissioning Group and invited them to comment on the contents of this report and our recommendations. Their response follows:

'Southampton CCG would be very happy to work with Healthwatch to develop a PPG network.' - Dawn Buck, Head of Stakeholder Relations and Engagement.