

healthwatch

Rochdale

Patient Participation Groups – What's running across



Heywood, Middleton and Rochdale?



Healthwatch Rochdale is the local independent health and social care champion for the Rochdale borough. We are here to listen to local people's experiences of using health and social care services and we use those experiences to help improve services locally and nationally.

Healthwatch Rochdale received increased negative feedback from Rochdale borough residents highlighting that Patient Participation Groups (PPGs) are currently not up and running at their General Practice (GPs). This feedback was discussed with Healthwatch Rochdale's Advisory Group and a decision was made to further research this.



feedback

PPG Contractual Requirements

All GP practices are contracted to have an active Patient Participation Group and make reasonable efforts during each year for this to be representative of the practice population.

The practice must engage with the PPG throughout each year.

The purpose of this engagement is to identify improvements that may be made in the delivery of services by the practice.



Key Findings

Healthwatch Rochdale contacted each GP practice in Heywood, Middleton, Rochdale & Pennines to find out if their PPG was up and running. This was done by telephone & email.

Our findings show:

28% have a PPG up and running

28% said they are due to restart their PPGs

44% do not currently have a PPG up and running



Breakdown below per Primary Care Network

Primary Care Networks	Active PPGs	Due to restart within 2 months	No plan to restart
Canalside	3	2	1
Heywood	1	2	2
Middleton	0	2	4
Pennines	2	2	2
Rochdale North	3	0	4
The Bridge	1	2	3
Total	10	10	16

Further findings

Further findings from this PPG research showed:

- Some practices were difficult to get through to by telephone or email.
- Reception staff not aware of what a PPG is and had limited information to share.
- Limited PPG information on practice websites.



Six PPGs Recommendations to Heywood, Middleton and Rochdale NHS Greater Manchester Integrated Care.

1. Request that all practices update their website with up to date PPG information.
2. Contact GP senior partners and Practice Manager to remind them of their contractual requirements to deliver a PPG.
3. Offer information, support and training for all GP practice managers to re-establish their PPG with information from NHSE & Healthwatch Rochdale.
4. Request all GPs to train their reception staff on what a PPG is.
5. Create Primary Care Network PPG meetings to strengthen neighbourhood and PLACE based working.
6. Re-establish a locality based PPG across the Rochdale borough and advise practice managers.

A Formal response was required within 20 working days to the above recommendations. Please see over the page for the response.

Formal Response From Head of Primary Care, Community & Neighbourhoods (Heywood, Middleton and Rochdale) NHS Greater Manchester Integrated Care

Thanks for your report and the information regarding PPGs. We are pleased to note that 10 of the practices have already fully reinstated and a further 10 have plans in place to reinstate theirs. We are continuing to work with those practices that have not got confirmed plans in place to understand any particular issues and following further discussions with Healthwatch Rochdale plans are being put in place to ensure we can provide a joined up offer of support to any practices that may be struggling either to reinstate or regularly run effective PPGs.

Working with the practices it is our intention to ensure that all practices have fully reinstated PPGs by no later than 1st April 2023. After consulting with practice representatives, we have agreed this approach in light of increasing winter pressures and the anticipation that this winter may be one of the most challenging the NHS has faced to date, noting that the Covid-19 virus is still in circulation along with others such as Flu and Norovirus, and practices are faced with staff shortages from sickness as well as trying to manage the anticipated large increase in demand this coming winter. Taking these pressures into account, it was felt that fully re-instating PPGs from 1st April would support practices to focus on the challenges ahead during this time and ensure that they all have the time to reinstate the PPGs in a meaningful way.

Please see responses below to the individual recommendations in your paper;

1. Request that all practices update their website with up to date PPG information.

Discussions have taken place with Primary Care network Clinical Directors to advise them of the outcomes of the Healthwatch report and contractual requirements re PPGs. The local Primary Care team continues to work with PCNs and member practices to help ensure that practices update their websites with accurate and update to date PPG information.

2. Contact GP senior partners and Practice Manager to remind them of their contractual requirements to deliver a PPG.

Please see response to recommendation 1 above, both GPs and Practice managers will be included in further communications reminding them of their contractual requirements regarding PPGs.



3. Offer information, support and training for all GP practice managers to re-establish their PPG with information from NHSE & Healthwatch Rochdale

Following initial discussions with Health watch we have agreed to work together to support the GP practices to re-establish their PPGs. Meetings are being set up between Healthwatch and primary care team and local engagement lead to explore resource and support that Healthwatch has to offer in order to provide a joined up offer of support to practices. For example HealthWatch Rochdale are pulling together a resource pack that they will be able to share with practices to ensure they get the most out of their PPGs and have offered to work with/support practices on a more hands on basis should any practice require it. Next steps will include further discussions with PCNs and practices for them to consider how they would like to take these offers forward to gain the maximum benefit of the information , support and training that are on offer and to ensure all practices are aware of how to set up PPGs effectively from recruitment through to minute taking and the best practice approach to each step in between to allow for maximum benefit for both practices and patients. .

4. Request all GPs to train their reception staff on what a PPG is.

The resources mentioned in recommendation 3 above will be shared and we will request that practices ensure all staff are aware of the PPG and its role. We will also share the information with Primary Care Academy (PCA) and follow up whether this can be included as part of regular receptionist training offers.

5. Create Primary Care Network PPG meetings to strengthen neighbourhood and PLACE based working.

Once practice level PPGs are up and running from 1st April 2023, consideration will be given to PCN/Neighbourhood level PPGs being set up. This has been discussed initially with the PCN CDs and they are supportive of developing a PCN/ neighbourhood model in the longer term. Currently there is no contractual requirement for a PCN PPG, only for a practice level PPG, however the PCN CDs did feel that this model would perhaps be more beneficial to set up rather than reinstating previous borough wide PPG network as this is supportive of the neighbourhood development work and local direction of travel. The primary care team alongside Healthwatch Rochdale and local engagement lead will continue to work with PCNs to explore options for developing neighbourhood/ PCN level PPGs as we feel this will help provide patient insight into strategic plans of the PCN enabling networks to shape such strategies and plans with the patient voice in mind and supports the direction of travel as more and more services are being developed and delivered on a PCN footprint.

6. Re-establish a locality based PPG across the Rochdale borough and advise practice managers

Please see response to recommendation 5 above, rather than a full locality based PPG we would be working with practices to look at creating PCN/Neighbourhood level patient groups to ensure that dialogue and agendas are focused on the local population needs. A Boroughwide group can water this down and become unwieldy, and the establishment of 6 PCN/Neighbourhood level groups may be more beneficial



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Achieved.
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