

PATIENT PARTICIPATION AND ENGAGEMENT

An illustration of what we do, why and how

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A bridge between the patients and the practice staff



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PATIENT PARTICIPATION & ENGAGEMENT

1. The aims of the Patient Participation Group (PPG)

The Patient Participation Group is a bridge between the patients of the Practice and the staff, both clinical and administrative. We might also be likened to a critical friend, or the Canary in a mine, or a safety net, providing a monitoring approach to the patient experience of the practice

Our over-riding aims are to:

- help improve the patient experience of the practice generally
- communicate matters of interest relating to the practice to the patient
- encourage patient engagement in the development of the practice

You can participate in four ways:

- join the group of patients who meet regularly with practice staff
- join the email list, the Virtual Patient Engagement Group (VPEG)
- give us your feedback, comments or suggestions
- come to open meetings held at the practice twice a year

We are keen to make the group more representative of the practice as a whole and would welcome interest from e.g. younger patients, parents, patients with special needs and those from ethnic minority groups.

If you want to find out more about what we do and how we do it, please see other pages of this section of the website.

If you are interested in becoming a member and attending meetings of the **PPG** please email the PPG chair hilary.lance@hljr.co.uk with your contact details (name, phone number and email) or leave these details with the reception staff. The chair will talk to you about joining.

2. Email Virtual Patient Engagement Group (VPEG)

If meetings are not for you then you may wish to join the VPEG

Aim

To facilitate communication between the Practice/PPG and a wider group of patients.

How ?

Members receive:

- Patient newsletters, notes on meetings and annual reports
- Flyers for open meetings both in the Practice and hosted by the Camden Clinical Commissioning Group (CCG)
- Invitations to Camden PPG forum meetings
- Opportunities to participate in local patient consultation exercises and focus groups
- Invitations to participate in short surveys about the Practice
- Information on survey results and other information about the practice is rated by patients

Membership also makes it easier for patients to provide feedback, comment or suggestions on their experience of the practice by emailing the chair. [Note: if you have a complaint, please approach the Practice directly not the PPG chair].

At present the email list is held and managed, in confidence, by the PPG chair. A backup duplicate list is stored by the Practice Manager. Email addresses are not shared with other patients nor passed to anyone else without an individual's permission.

If you want to join the email VPEG please email the PPG chair hilary.lance@hljr.co.uk or leave you details with reception.

3. How the COVID pandemic has impacted on the work of the PPG

In order to keep everyone safe there was an urgent need to reorganise how Practices worked and consultation was not feasible at the time. The PPG continues to meet regularly via Zoom and notes of these meeting are on the website and circulated to the VPEG. The usual annual survey has not been possible but about 400 Adelaide patients contributed the Healthwatch survey on the impact of lockdown. This generated a mass of data which will inform how the Practice can move forward as the pandemic progresses.

Practice open meetings have been impossible but locally virtual meetings have been used creatively for Camden wide engagement. On a positive note new technology is opening up creative ways of wider engagement opportunities. Patient engagement is not dead – just changing.

4. What we do

As a group We meet every 4-6 weeks with a Practice Partner (GP) and the Practice Manager.

The agendas can cover things like:

- Reviewing aspects of the administrative systems
- Audits of aggregate information on complaints and incidents
- Planning open meetings
- Planning patient surveys
- Regularly monitoring how the practice is perceived to be performing
- Considering action, if any, as a result of surveys and the Friends & Family Test (F&FT)
- Revising F&FT test form to encourage more feedback
- Hearing about staff and other changes in the practice
- Learning about and commenting on the implementation of new requirements placed on the practice.
- Participating the Care Quality Commission(CQC) review visits
- Planning special projects especially aimed at seldom heard groups
- Constantly exploring other ways of supporting the practice and the patients

Outside meetings some PPG members may also for example

- conduct a survey
- talk to patients in the waiting room about the PPG
- keep an eye on the notice boards for out-of-date posters, messy notices and too much clutter
- staffing the Christmas tombola
- manage the PPG notice board
- monitor the practice website and the screen in the waiting room

5. Some recent achievements / actions

- ✓ Photo-board of practice staff
- ✓ Nursing staff noticeboard with information on what they do
- ✓ The PPG notice board and adjacent files
- ✓ Setting up an email patient group called the Virtual Patient Engagement Group (VPEG)
- ✓ Pilot project talking to mother with new babies about their view of the practice
- ✓ A project to raise awareness of the work of Camden Carers
- ✓ Initiating/writing explanatory leaflets for patients - now all redundant
- ✓ Pressing the council for a dedicated parking place for patients - request unsuccessful
- ✓ Introduction of paper and coloured pens for children, and children's books. (in abeyance due to COVID)
- ✓ We regularly discuss other ways of making the reception and waiting areas more welcoming
- ✓ Wrote several patient information leaflets on e.g your named GP; the appointment system; evening and weekend GP & Nurse appointments; Choose & Book; carers clinic, Royal Free Hospital guide; ear wax removal; your care records. All now out of date or overtaken by other events
- ✓ Consulted on, and piloted, revised arrangements for flu vaccine delivery
- ✓ Young volunteers from RFH supporting patients in the waiting room – short term project

6. How we let you know

Information provided via

- Open meetings
- Newsletters
- Surveys
- Annual reports - latterly these have superseded regular newsletters

Through:

- The email Virtual Patient Engagement Group (VPEG)
- The PPG notice board
- The Practice website

7. Open meetings: topics

In normal times we aim to have two open evenings a year.

Past topics have included:

- ❖ GPs working together across several practices
- ❖ Home visiting for the vulnerable elderly
- ❖ Carers support and new clinic
- ❖ Managing long term conditions
- ❖ Feedback from CQC (Care Quality Commission) visit
- ❖ Use of new technology
- ❖ Practice updates
- ❖ Patients' ideas for new services
- ❖ Meet the doctors & nurses
- ❖ What keeps doctors busy at work when they are not seeing patients
- ❖ An update on three community services aimed at keeping patients out of hospital:
 - Rapid Response Admission Avoidance Service (RAPIDS)
 - Triage & Rapid Elderly Assessment Team (TREAT)
 - Post-Acute Care Enablement (PACE)
- ❖ Introduction to Camden Connect MSK service: physiotherapy service - single point of access and self-referral
- ❖ Update on local Mental Health services with particular reference to the iCope service
- ❖ An update on the new formal requirement for Practices to come together in Primary Care Networks in groups of about 50,000 patients. The aims of the networks are to improve equity of access and achieve more integrated care.

At present no dates can be set for future Adelaide open meetings but information was sent out about several local relevant virtual meetings hosted by Healthwatch and local hospitals

8. [Notes of recent PPG meetings](#) – see links on website
9. [Notes of recent open meetings](#) – see links on website
10. [Recent Annual reports](#) – see links on website