

## JOINT COMMISSIONING COMMITTEE

<b>MEETING DATE:</b>	Thursday 13 August 2015
<b>AGENDA ITEM NUMBER:</b>	8.1
<b>AUTHOR:</b>	Catherine Wylie
<b>JOB TITLE:</b>	Director of Risk & Quality Assurance
<b>DEPARTMENT:</b>	

### PATIENT PARTICIPATION CONTRACT COMPLIANCE

<b>PURPOSE/ACTION REQUIRED:</b>	Decisions for Approval
<b>CONSULTATION AND/OR INVOLVEMENT PROCESS:</b>	The Patient Participation Chairs Group was consulted prior to undertaking a contract compliance questionnaire survey
<b>FREEDOM OF INFORMATION:</b>	Public

#### 1. PURPOSE OF THE REPORT:

To provide an overview of the compliance of the 19 North Lincolnshire GP practice with the patient participation requirements contained in the 2015/16 GP contract and to identify any practices that require support to meet contractual requirements or to further develop their patient participation groups (PPGs).

#### 2. STRATEGIC OBJECTIVES SUPPORTED BY THIS REPORT:

Continue to improve the quality of services	✓
Reduce unwarranted variations in services	✓
Deliver the best outcomes for every patient	
Improve patient experience	✓
Reduce the inequalities gap in North Lincolnshire	

#### 3. ASSURANCES TO THE JOINT COMMISSIONING COMMITTEE

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<b>4. IMPACT ON RISK ASSURANCE FRAMEWORK:</b>		Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
None					
<b>5. IMPACT ON THE ENVIRONMENT – SUSTAINABILITY:</b>		Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
None					
<b>6. LEGAL IMPLICATIONS:</b>		Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
None					
<b>7. RESOURCE IMPLICATIONS:</b>		Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
None					
<b>8. EQUALITY IMPACT ASSESSMENT:</b>		Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
<b>9. PROPOSED PUBLIC &amp; PATIENT INVOLVEMENT AND COMMUNICATIONS:</b>		Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
The results of the survey will be reported back to the PPG Chairs Group who will be given the opportunity to identify action that should be taken to raise the patient participation performance of all practices in the light of good practice identified in the returned questionnaires					
<b>10. RECOMMENDATIONS:</b>					
The Joint Commissioning Committee is asked to:					
<ol style="list-style-type: none"> <li>1. Receive and note the results of the patient participation contract compliance questionnaire survey</li> <li>2. Share across all North Lincolnshire GP practices examples of good patient engagement practice revealed in the survey</li> <li>3. Follow up obvious shortcomings and anomalies with individual practice managers</li> <li>4. Offer, in association with Healthwatch North Lincolnshire, additional support to improve the effectiveness of PPGs where appropriate</li> </ol>					

## Patient Participation Contract Compliance

1. Over the past 18 months the CCG has been working closely with Healthwatch North Lincolnshire on the delivery of a support programme for patient participation groups (PPGs) in GP practices. This has included
  - Quarterly meetings of PPG chairs
  - The production of a PPG induction pack
  - The delivery of PPG development sessions
  - The promotion of a conference for all North Lincolnshire PPG members to be held in October 2015
2. A new patient participation clause has been included in the core GP contract with effect from 1<sup>st</sup> April 2015. The basic patient participation requirements of the contract are explained in the 'Guidance for GMS Contract 2015/16' published by the BMA, NHS Employers and NHS England. In summary all practices are now required to:
  - Develop and maintain a PPG for the purpose of obtaining the views of patients
  - Make reasonable efforts to ensure that the composition of the PPG is representative of the practice patient population
  - Agree a constitution or terms of reference for the group with PPG members
  - Engage with the PPG at a frequency and in a manner agreed with PPG members
  - Agree an action plan with the PPG setting out service improvements based on patient feedback
  - Keep the PPG up-to-date with progress on agreed actions.
3. Prior to April 2015 practices were able to take advantage of a patient participation enhanced service an essential criteria for which was the development and maintenance of a PPG. At the meeting of the Joint Commissioning Committee held on 11 June 2015 it was noted that some practices that had subscribed to the 2014/15 patient participation enhanced service did not appear to have a fully functioning PPG in place. It was therefore decided to distribute a questionnaire to all practice managers (see Appendix 1) designed to check compliance with the new 2015/16 contractual requirements and to identify any additional support that the CCG and Healthwatch North Lincolnshire could offer to improve the effectiveness of PPGs. An analysis of the results of this questionnaire survey which was completed by all 19 North Lincolnshire practices is attached as Appendix 2.

4. As can be seen from the analysis 18 of the 19 practices have some form of PPG in place. Only the Barnetby Medical Centre has still not developed a PPG but the practice manager is taking steps to commence one. The PPGs at the Church Lane Medical Centre and the Kirton Lindsey Surgery have only recently become fully established and support is being offered by the CCG and Healthwatch North Lincolnshire. There is no requirement for PPGs to meet face to face and several practices have wholly virtual groups or virtual groups to supplement face to face meetings. Some concern exists as to whether some of these virtual groups fully meet contractual requirements and in these cases further assurance will be sought from practice managers and support will be offered where necessary.
5. The completed questionnaires reveal numerous examples of good engagement practice which the CCG will look to share across all GP practices. A number of obvious shortcomings and anomalies are also revealed which will be followed up with individual practice managers. The questionnaire analysis will also be shared with CCG chairs to check whether the survey results provide a fair representation from their perspective of the situation in their practices.

### **Recommendations**

- a) To receive and note the results of the patient participation contract compliance questionnaire survey
- b) To share across all North Lincolnshire GP practices examples of good patient engagement practice revealed in the survey
- c) To follow up obvious shortcomings and anomalies with individual practice managers
- d) To offer, in association with Healthwatch North Lincolnshire, additional support to improve the effectiveness of PPGs where appropriate

Catherine Wylie  
Director of Risk & Quality Assurance

APPENDIX 1

**North Lincolnshire CCG Joint Primary Care  
Commissioning Committee**

**Patient Participation Contract Compliance**

<b>Name of GP Practice</b>				
<b>Name of Practice Manager</b>				
<b>1. Does your practice have a patient participation group (PPG)?</b>	<b>Yes</b>		If Yes please go to question 3	
	<b>No</b>			
<b>2. If No what plans have you got to establish a PPG?</b>	Please go to question 10			
<b>3. How many patients are currently members of your PPG?</b>				
<b>4. What efforts have you made to ensure that the composition of your PPG is representative of the practice patient population?</b>				
<b>5. Does your PPG have a constitution or terms of reference that has been agreed with members?</b>	<b>Yes</b>		If Yes please attach	
	<b>No</b>			
<b>6. How does your PPG operate?</b>	Face to face meetings			
	Virtual meetings			
<b>6. How many times did your PPG meet during 2014/15?</b>				
<b>7. Has the frequency of meetings been agreed with PPG members?</b>	<b>Yes</b>			
	<b>No</b>			

<b>8. Have you agreed an action plan with your PPG setting out service improvements based on patient feedback?</b>	<b>Yes</b>		
	<b>No</b>		If No please go to question 10
<b>9. How do you keep PPG members up-to-date with progress on agreed actions?</b>			
<b>10. What support, if any, would you like the CCG to provide to assist you in establishing a PPG or in making your existing PPG more effective?</b>			
Please return your completed questionnaire to ..... by no later than Friday 24 July 2015.			



APPENDIX 2

**Patient Participation Contract Compliance – Questionnaire Analysis**

Practice	Have PPG		Plans to Establish PPG	No. of Patients in PPG	Efforts to Recruit Representative Membership	Terms of Reference		Meeting Format		No. of Meetings 2014/15	Agreed Frequency		Action Plan		Keeping PPG Up-to-date	Support Required
	Yes	No				Yes	No	FtoF	Virt		Yes	No	Yes	No		
Ancora Medical Practice	✓			20	Facebook New patients Market stalls Eastern European communities	✓		✓		9	✓		✓		Minutes Notice board Facebook page	Networking
Ashby Turn Primary Care Centre	✓			42	Advertising and information leaflets	✓		✓		3	✓		✓		Minutes emailed	Help in encouraging more proactive participation
Barnetby Medical Centre		✓	Posters. Personal invitations													
Birches Medical Practice	✓			44	229 invitation letters to representative sample of patients		✓		✓	1 postal campaign		✓	✓		Group feedback letter	
Bridge Street Surgery	✓			12	Posters. Website		✓	✓	✓	0	✓		✓		Email. Website	
Cambridge Avenue Medical Centre	✓			14/12	Website. Newsletters. PPG Awareness Week	✓		✓	✓	4	✓		✓		Notice board. Email	Copy practice managers into CCG Chairs meeting papers



Cedar Medical Practice	✓			33	Posters. Website. Practice leaflet. Newsletters. Events		✓	✓	✓	4	✓		✓		Meetings. Email	Development of terms of reference
Central Surgery	✓			5	Adverts in local supermarket and 5 parish magazines. Posters. Website. Newsletter	✓		✓		6	✓		✓		Minutes.. Email	
Church Lane Medical Centre	✓			11	Widely advertised plus headhunting		✓	✓		0	✓			✓	Email	Support already provided/ongoing
Kirton Lindsey Surgery	✓			33	Posters, website, targeted invites	✓		✓		0	✓			✓		Networking Support already provided/ongoing
Market Hill Medical Practice	✓			4	Notice board. Newsletter. Text messages. Dedicated team member developing PPGs for all practices in Group	✓		✓		3	✓		✓		Email and telephone contact with Chair and members	
Oswald Road Medical Centre	✓			16	Posters. Website. New patient registration.		✓	✓		4	✓		✓		Minutes. Emails	Induction pack
Riverside Surgery	✓			13	Posters. Newsletters. Word of mouth	✓		✓		4	✓		✓		Minutes. Emails	Advertising campaign particularly aimed at young people
South Axholme Practice	✓			100	750 invitation letters to representative sample of patients		✓		✓	1		✓	✓		Emails. Letters. Notice boards	Financial resources to develop face to face meetings across 5 rural sites

South Killingholme Surgery	✓			8	Notice board. Website. Headhunted. Advertised on prescriptions	✓		✓		6	✓		✓		Standing item on agenda	PPG would like to be kept up-to-date with NHS changes
Trent View Medical Practice	✓			10	Website. PPG notice board	✓		✓	✓	6	✓		✓		Emails. Minutes. Phone calls.	Additional funding
West Common Lane Teaching Practice	✓			19	Advertise in newsletter, on website and in surgery	✓		✓		2	✓			✓		
West Town Surgery	✓			5	Posters. Leaflets. Personal approaches		✓	✓		2	✓		✓		Standing agenda item	Support already provided
Winterton Medical Practice	✓			28/18	Application in new patient registration pack. Website.  Facebook/Twitter. Quarterly newsletter  Specific efforts to recruit young people	✓		✓	✓	4	✓		✓		Email  Newsletter  Meetings with Chair	

