

JOINT COMMISSIONING COMMITTEE

MEETING DATE:	Thursday 14 January 2016
AGENDA ITEM NUMBER:	Item 9.1
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JOB TITLE:	Director of Risk & Quality Assurance
DEPARTMENT:	Risk and Quality Assurance

PATIENT PARTICIPATION CONTRACT COMPLIANCE UPDATE

PURPOSE/ACTION REQUIRED:	Decisions for Approval
CONSULTATION AND/OR INVOLVEMENT PROCESS:	Patient Participation Chairs were consulted prior to undertaking the contract compliance questionnaire survey undertaken in July 2015
FREEDOM OF INFORMATION:	Public

1. PURPOSE OF THE REPORT:

To provide an update on 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 further 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

4. IMPACT ON RISK ASSURANCE FRAMEWORK:		Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
None					
5. IMPACT ON THE ENVIRONMENT – SUSTAINABILITY:		Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
None					
6. LEGAL IMPLICATIONS:		Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
None					
7. RESOURCE IMPLICATIONS:		Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
None					
8. EQUALITY IMPACT ASSESSMENT:		Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
9. PROPOSED PUBLIC & PATIENT INVOLVEMENT AND COMMUNICATIONS:		Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
This update will be reported back to the PPG Chairs' Group which 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.					
10. RECOMMENDATIONS:					
The Joint Commissioning Committee is asked to:					
<ol style="list-style-type: none"> 1. Receive and note the update on patient participation contract compliance by the 19 North Lincolnshire GP practices 2. Share across all North Lincolnshire GP practices examples of emerging good patient engagement practice 3. Offer, in association with Healthwatch North Lincolnshire, additional support to improve the effectiveness of individual PPGs where appropriate 					

Patient Participation Contract Compliance

1. Over the past two years 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 the first conference for all North Lincolnshire PPG members which was held in October 2015 and was very well received
2. Joint Commissioning Committee members will recall that a new patient participation clause was included in the core GP contract with effect from 1st 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. At the Joint Commissioning Committee meeting held on 13 August 2015 consideration was given to the results of a questionnaire survey sent to all practice managers which was 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. At that time 18 of the 19 practices had some form of PPG in place but some were still in an embryonic form and others did not strictly comply with the requirements set out in paragraph 2 above.

4. Progress since August 2015 has been encouraging. Barnetby Medical Centre has now established a fledgling PPG which met for the first time in October. However due to the limited attendance it was decided to delay appointing a chair until the next meeting which a CCG representative has offered to attend to lend support. The PPG at the Church Lane Medical Centre has been slow to get off the ground but 13 members have now been recruited and a chair and vice chair have been appointed. Additional support has also been offered to the new practice managers at Market Hill and West Town Surgery where the PPGs are somewhat less active than they could be.
5. There is no requirement for PPGs to meet face to face and at the time the survey was undertaken two practices had wholly virtual groups. Several other practices had virtual groups to supplement face to face meetings. This is generally regarded as being good practice. However concern existed as to whether the virtual groups at The Birches and the South Axholme Practice fully meet contractual requirements. Following discussions with the two practice managers and the offer of support it is pleasing to report that both practices have now established face to face groups and have appointed enthusiastic chairs who attended the most recent PPG chairs' meeting.

Recommendations

- a) To receive and note the update on patient participation contract compliance by the 19 North Lincolnshire GP practices
- b) To share across all North Lincolnshire GP practices examples of emerging good patient engagement practice
- c) To offer, in association with Healthwatch North Lincolnshire, additional support to improve the effectiveness of individual PPGs where appropriate

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