

Health Scrutiny Panel

29 June 2023

Report Title: Patient Participation Groups in Wolverhampton

Report of: Paul Tulley
Wolverhampton Managing Director
Black Country Integrated Care Board

Portfolio Public Health and Wellbeing

Recommendation(s) for action or decision:

The Health Scrutiny Panel is recommended to comment and ask questions on the report, including any suggestions for improvement.

1. Introduction

- 1.1 This paper provides an update to members of the Wolverhampton Health Scrutiny Panel on the current position with the implementation and development of Patient Participation Groups (PPGs) in Wolverhampton.

2. Background

- 2.1 A Patient Participation Group is a group of volunteer patients, carers and GP practice staff who meet regularly to discuss and support the running of their GP practice. PPGs look at the services the practice offers, patient experience and how improvements can be made for the benefit of patients and the practice.
- 2.2 From April 2016, it has been a contractual requirement for all English practices to form a PPG.
- 2.4 Whilst some PPGs continued virtually during the COVID-19 pandemic, many were stood down. This was following national advice to temporarily suspend some non-urgent services so that practices could focus on core priorities, including administration and delivery of the COVID-19 vaccination programme.
- 2.5 To understand the current position of PPGs following the pandemic, a review was undertaken across all practices in Wolverhampton in February 2023. In order to complete the review, Primary Care Network (PCN) Managers, GP practices, and PPG chairs were contacted and practice websites were viewed.

3. Current Position and Plans

- 3.1 The review of PPGs showed that, of the 37 practices across Wolverhampton, 30 have an active PPG that has held at least one meeting in the last six months. The other seven practices either have or are developing plans to re-establish their PPG meetings. All PPGs have resumed with face-to-face meetings, some with a hybrid option, as this approach is generally preferred to virtual meetings.
- 3.2 In undertaking the review, many practices highlighted the challenges in restarting groups following the pandemic. In order to support this the ICB has commissioned training for PPG chairs and for practice managers. Priority will be given to PPGs who have not previously received the training. The training is being recorded and the materials will be available for other PPG chairs and practice managers to learn from. The first training session is planned to take place on 27 June 2023.
- 3.3 In addition to the training, a number of resources have been developed to support PPGs and practices across the Black Country, including:
- A PPG Patient Questionnaire, both paper based and digital.
 - A meeting agenda template.
 - A meeting notes template.
 - Terms of Reference (ToR) which can be tailored to individual practices.

- A welcome letter to (new) members.
 - An online membership form.
 - A Powerpoint presentation template.
 - An editable and general PPG poster.
 - An editable PPG Event poster.
 - A “What we’ve been up to” poster.
- 3.4 A new section within the ICB website dedicated to PPGs has been developed. It can be found [here](#) and includes links to all of the resources listed above as well as a range of information about PPGs and Primary Care Networks.
- 3.5 We are also about to launch a co-creation project, following feedback from a PPG chair in Wolverhampton who had recently discussed with his PCN PPG that the range of additional staff roles now employed in general practice is not widely understood amongst local residents. The PPG chair approached the ICB involvement team and we are now convening a working group with primary care colleagues for an exploratory conversation about how we can develop understanding of the roles and co-create solutions to increase awareness and understanding.

4. Conclusion

- 4.1 Patient Participation Groups are an important forum for patient involvement in GP practices. Having been disrupted during the pandemic, good progress is being made in reviving/re-establishing PPGs across the city, supported by a training programme for practice managers and PPG Chairs.

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