

## **Patient participation group awareness survey results report 2016**

### **1. Introduction**

This report sets out the key findings from the patient participation group (PPG) awareness survey 2016 which was conducted from 1 – 30 June 2016

The aim of the survey was to find out how aware Richmond residents are of PPGs; what is good or could be improved about local PPGs and what would make residents join their local PPG.

### **2. Methodology**

Data was gathered using an online questionnaire hosted on the Council's consultation portal.

The survey was publicised through Council and CCG websites, via partner organisations, PPGs and using social media. The responses were analysed and reported by the CCG's engagement team on an anonymous basis under the guidelines of the Data Protection Act.

### **3. Response**

There were 57 responses to the survey.

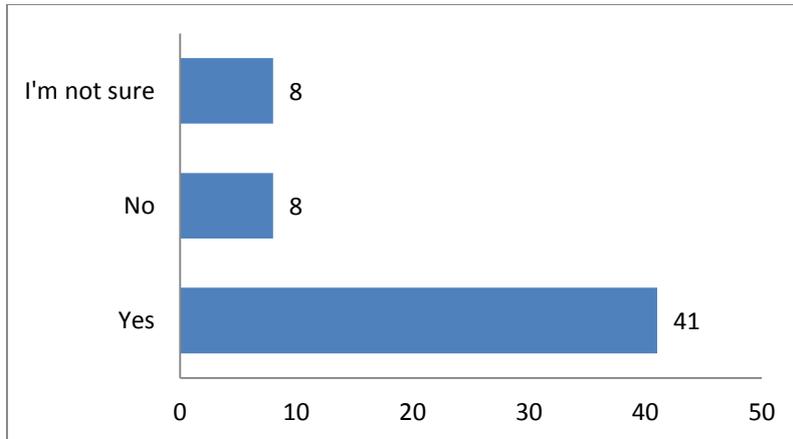
A demographic breakdown of the respondents can be found at the end of this report.

### **4. Key findings**

- 71% of respondents know what a PPG is.
- Though the majority of respondents are aware of PPGs only 28% were a member of their practice's PPG.
- The key themes from what respondents identified about what was good about being a member of a PPG were: improving understanding and communication between practice and patients; making a positive contribution; representing patient views and bringing about change in the practice.
- Over 50% of respondents who were not a member of their practice's PPG stated they would be interested in joining the PPG.
- The key themes from what respondents stated would help or encourage them to join their PPG were: proactive advertising and promotion of PPGs to patients; information about what is expected of patients; need to convince patients being a member would make a difference; flexibility about membership and timings of meetings.
- Respondents represented 22 out of 28 practices.

## 5. Results

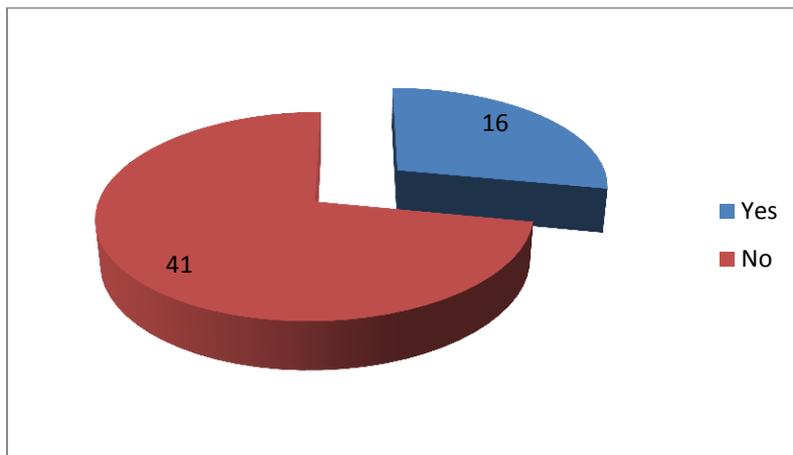
### Q1: Do you know what a patient participation group is?



Base: all respondents (57)

71% of respondents know what a PPG is.

### Q2: Are you a member of your GP practice's patient participation group?



Although the majority of respondents know what a PPG is only 16 (28%) are a member of a PPG.

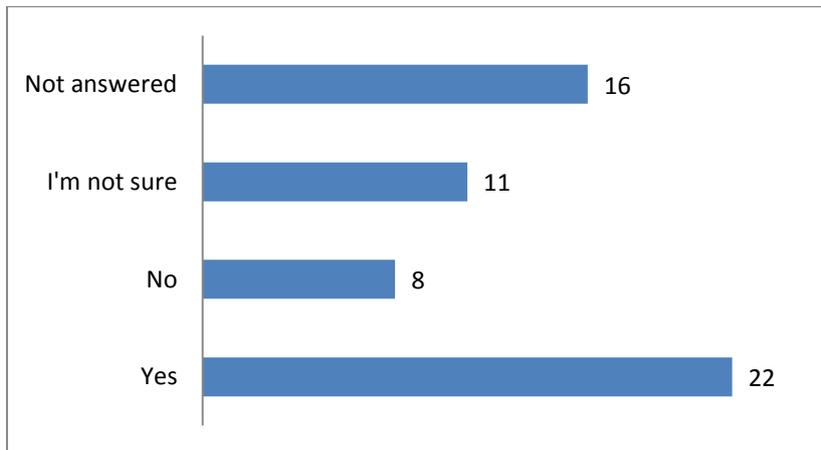
### Q3: What is good about being part of the PPG?

It is not surprising to note the number of responses to this question equates to the number of respondents who are members of their PPG. A summary of the responses is listed below:

- Improving understanding of practice and what is offered. Communication with fellow patients.
- Feeling that we are making a positive contribution welcomed by the surgery.
- To be able to represent the views of patients and bring about changes in the practice that will help improve the health of patients.
- Haven't attended a meeting yet but I hope to be able to influence services.

- Knowing new developments in the way healthcare is delivered in the area. Offering advice to staff from a patient's point of view.
- It helps surgeries understand patient needs better, so they can provide a better service. More heads to solve problems
- Access to the practice policy and (hopefully) the ability to influence service provision for the benefit of its patient
- To know that you could possibly make a difference to the Practice by continuous improvement of services
- Provides communication between GP and patients.
- Excellent forum for making my GP aware of local NHS failings

**Q4: Would you be interested in joining your practice's PPG?**



Base: all respondents (57)

Over 50% of respondents who were not yet a member of their PPG stated that they would be interested in joining with a further 26% unsure.

**Q5: What would help or encourage you to join your patient participation group?**

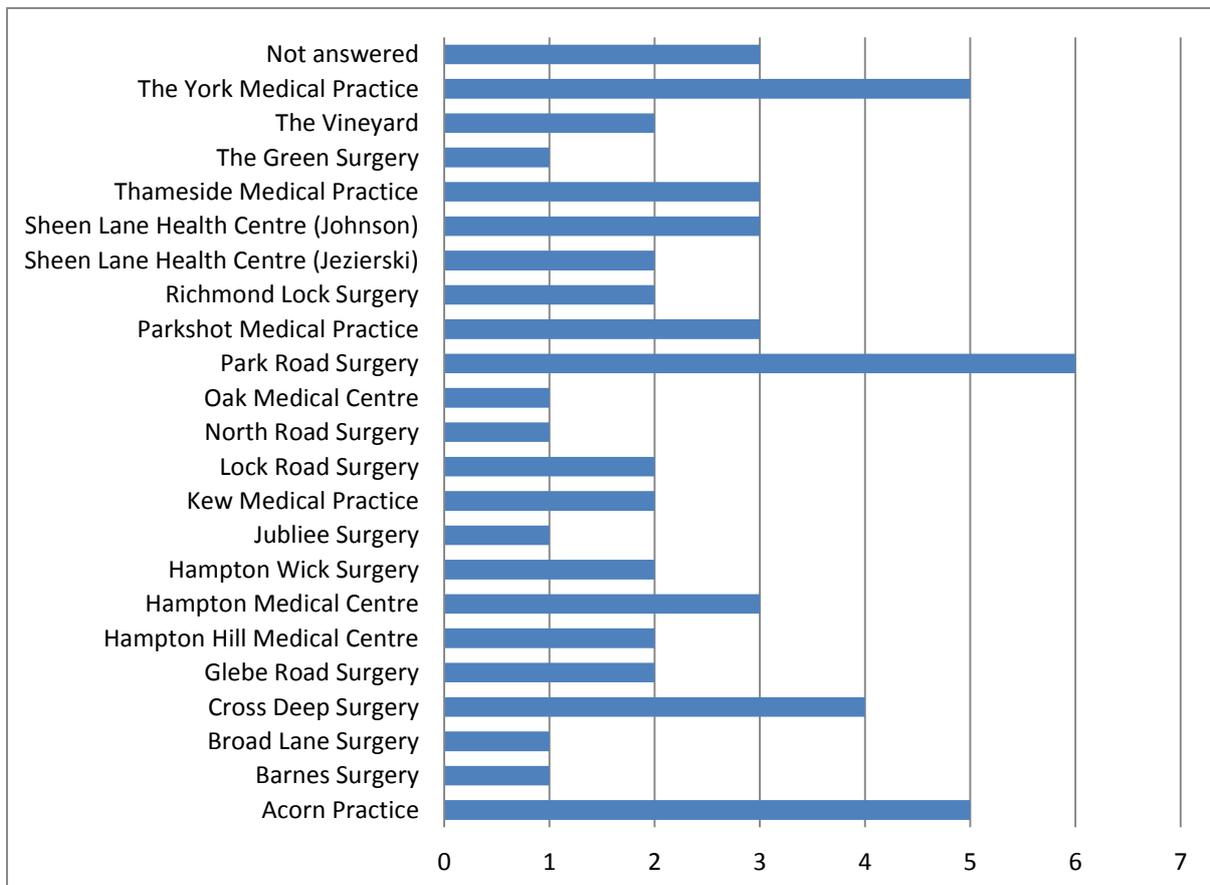
There were 29 responses to this question and a summary of the comments is below:

- “A guarantee that people who make comments would not be victimised by some doctors and other practice staff particularly receptionists who can make life very difficult anyway.”
- Information about what's expected from membership of PPG
- Being asked to join
- If the meetings were in the evening after 7.30pm
- There is a lot wrong with the NHS at the moment and in my experience, PPGs do not hold any power to change anything. For example everyone being told to ring in at 8:30am to get a same day appointment, GPs trained only to deal with one problem per visit and asking to rebook for anything further. If they took time to deal with each patient as a whole person then they would not have to come in so frequently and using up more appointments.... there are many, many frustrations but I know for a fact that PPGs do not have any power to change anything like this.

- It needs to be advertised and promoted as I didn't know it existed. (4 similar responses)
- "The feeling that my particular practice gave the slightest credence to anything their patients want"
- More information about when it meets, time involved, what it discusses and if it makes any difference
- "I have already applied to join, but my surgery has not responded."
- A family member is already a member.
- "If it provided assistance with how to cope in various circumstances"
- Proactive engagement with younger patients
- "If I could participate without having to take time off work or weekends, preferably online rather than meeting in person."
- "Being convinced it actually could make a difference "
- "If I had personal reasons, such as a family member was ill and needed to use the practice regularly. I only go to see my GP around once a year so don't really have a vested interest."
- "I am a working mother...so meetings should be arranged in within school hours and with flexibility."

**Q6: What is the name of your GP practice?**

Respondents came from the following 22 practices:



Thirty six respondents provided contact information to go onto our involve database to find out more about their practice's PPG.

Fifty four respondents provided details of their postcode which allows us to see what parts of the borough respondents came from.

## 6. Respondent profile

The table below shows the composition of the survey respondents.

Demographic	Percentage	Number
<b>Gender</b>		
Male	32%	18
Female	65%	37
Not answered	3%	2
<b>Age</b>		
Under 18	0	0
18-24	1.7%	1
25-34	3.5%	2
35-44	8.8%	5
45-54	28%	16
55-64	12.3%	7
65+	46%	26
Not answered	0%	0
<b>Disability</b>		
Yes	16%	9
No	84%	48
Not answered	0%	0
<b>Ethnicity</b>		
White	91%	52
Asian or Asian British	3.5%	2
Black or Black British	0%	0
Mixed /multiple ethnic groups	0%	0
Other ethnic group	2%	1
Not answered	3.5%	2

NB Percentages may not equal 100 due to rounding.

## Next steps

These findings will be used to inform how the CCG will work with practices and the PPG network to develop and support PPGs in the borough of Richmond.