

## 1. Project highlight report

**Project Board: Healthwatch**

<b>Project name:</b>	<b>Participation in Practice</b>	<b>Reporting period:</b>	<b>July 2020</b>
<b>Project sponsor:</b>	<b>PPG Advisory Group</b>	<b>Project Manager</b>	<b>Lyndsay Yarde</b>
<b>Author:</b>	<b>Lyndsay Yarde</b>	<b>Date report approved:</b>	

### **Project Highlights:**

- In March, all participants were contacted to ascertain how they wished to proceed during lock down. All who responded wanted to put project activities on hold, however several wished to continue with online support
- On 14 May we held a Zoom workshop looking at the award criteria in detail, there were five participants
- On 18 June we had a Zoom meeting to discuss how participants could proceed with the award and continue to support their PPG. There were 9 participants representing 7 practices
- On 15 June, the first completed award submission was received and is currently being moderated.

## **Project Overview:**

Healthwatch Newcastle and Healthwatch Gateshead chose Patient Participation Groups (PPGs) as one of our priority areas for 2019 - 20 for the following reasons:

1. From 1 April 2016 it has been a contractual requirement for all GPs to have a PPG that gathers the views of patients and carers, to engage with that PPG and to make reasonable efforts for it to be representative of the practice population. In addition CQC inspections require evidence that GPs practices encourage patient participation and act upon patient feedback.
2. However over the last few years, several GP practices and a couple of PPG members have contacted us to tell us their PPG is not working effectively and/or to ask for help to enable it to be more effective.
3. We know that Newcastle Gateshead CCG are also concerned that some local PPGs are not functioning well and we believe our work in this area will support the CCG's aim of increasing the effectiveness of PPGs
4. Our key remit is to ensure that all service users and the public are involved in the ongoing development of health and care services, especially those who may struggle to have a voice or to get involve

Initial research has highlighted that a number of PPG good practice 'toolkits' are already in existence. NAPP (National Association for Patient Participation), the Patients Association and the LMC and other Healthwatch (Sunderland and Leeds) have all produced tool kits or other forms of guidance. To avoid duplication we have decided to take a different approach and introduce an award, the 'Healthwatch Participation in Practice' award, which PPGs can work towards. The award will be based upon the requirements outlined in the 2015/16 General Medical Services (GMS) contract, which are for all practices to:

- Develop and maintain a PPG for the purpose of obtaining the views of patients and enabling the practice to obtain feedback from the practice population
- Make reasonable efforts for this group to be representative of the practice patient population
- Engage with the PPG at a frequency and in a manner agreed with the group to review patient feedback (whether from the PPG or other sources) with the aims of the practice and PPG agreeing improvements that could be made to services
- Act on suggestions for improvements, where the practice and PPG agree

The plan is to launch the award at a Healthwatch event to be held in September, to which all local GP practices and their PPGs will be invited. At the launch and during other work leading up to the launch, we will endeavour to recruit a number of practices (4 - 8) from across Gateshead and Newcastle to take part in a pilot that will run from September 19 to April 20. During that time Healthwatch will support practices and their PPGs to meet the award criteria. Support will take the form of one to one visits, running local workshops and sharing best practice materials. The intention is that by April all practices involved in the pilot will have met the award criteria. We will then hold a further event where the practices receive their awards.

We will then evaluate the pilot and investigate how the award can be rolled out more generally across Newcastle and Gateshead and potentially wider.

## 1. Progress against key project milestones

Milestone	Planned completion date	Progress or slippage	Variance	Explanation
Project plan complete	Jul 19	Complete		
Complete award documentation	August - Sept 19	Complete		
Plan & Promote launch event	August - Sept 19	Complete		
Recruit pilot participants	August - Sept 19	Complete		
Hold Launch event	Sept 19	Complete		
Develop & organise workshops	Sept - Oct 19	Underway but now postponed		The final workshop will look at how participants can meet the award criteria. It was due to take place on 26 March but has been postponed. We hope it will now take place in early Autumn 20
Undertake initial visits	Oct - Nov 19	Complete		
Provide ongoing support to participants	Oct 19 - Mar 20	Underway but now postponed except for online support		Informal catch up meetings took place on 12.12.19 and 26.2.20. 2 <sup>nd</sup> practice visits happened in late Jan. Further visits and informal catch ups will take place later in the year
Run workshops x 3	Oct 19, Jan 20 & Mar 20	Underway		19 participants attended the first workshop on recruitment, feedback positive. 14 participants attended the 2 <sup>nd</sup> workshop on coproduction in Late Jan, again feedback was positive. Final criteria workshop was planned for 26 March but has been postponed due to Coronavirus

Consider how we can maintain contact & support practices & PPGs involved in the pilot, when activities & events have been suspended	April	Complete		Decision taken to provide online and telephone support to those who want it
Maintain contact & provide that support	April onwards until current crisis ends	Ongoing		Online workshop place on 14 May - 5 participants Online meeting took place on 18 June - 9 participants In June all candidates were contacted to ask if/when they planned to complete. Responses as follows: June completion - 1 August completion - 2 Autumn completion - 4 December completion - 2 Drop out - 1 Unsure - 1 No response - 1
Plan final award event	Feb- Mar 20	Postponed		Due to coronavirus, this event has been postponed. Initial work to source & book a venue has been put on hold. We hope it will now take place in Winter/Spring 21
Undertake final assessment visits	Mar - Apr 20	Amended		Due to coronavirus, the assessments visits have been postponed. We hope they will now take place in early Autumn 20 As an alternative Candidates can now email their final self-assessment, with hard copy or email evidence in support
Award Event	April 20	Postponed		Due to coronavirus, this event has been postponed. We hope it will now take place in Winter/Spring 21 if COVID 19 restrictions allow

Evaluate Pilot	May - Jun 20	Underway but Postponed		The evaluation group (Phil Kyle from AHSN and Gill and Terry from the HWN committee met 24.2.20 and began scoping the evaluation. However due to coronavirus, the consultation element of this activity, has been postponed. We hope it will now take place in <b>Winter/Spring 21.</b>
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## 2. Key expectations in next reporting period

### Describe against plan the high level milestones to be completed next month

- Complete the assessment of the 3 participating practices planning to submit over the summer.
- Get their submissions moderated and if they are successful, send them their certificates
- Arrange publicity associated with this
- Hold another Zoom meeting mid-August
- Continue to offer one to one support to participants

## 3. Risk report

### Risk rating

We may lose a number of participants due to the pandemic (only 1 at time of writing)

**Amber**

Other pressures in practices and/or staff changes, could result in practices losing their enthusiasm/commitment for the award and failing to complete

**Amber**

## 4. Changes in reporting period

(A change request pro-forma should be attached as an appendix for all changes)

Request that we impose a new deadline of December 2020 for completion of the pilot - please see attached change request form for details