

# Great Yarmouth and Waveney Clinical Commissioning Group

HealthEast

Title of meeting	Governing Body	Agenda item	8
Date of meeting	26 May 2016	Confirm part one/two or n/a	One
Title of paper	Patient Participation Group Forum Annual Report and Work Plan for 2016		
Responsible director	Rebecca Driver		
Author	Lorraine Rollo		
Action required	Approval <input type="checkbox"/>	Decision <input type="checkbox"/>	Discussion <input type="checkbox"/> Information <input checked="" type="checkbox"/>

Purpose of the report:	To present the 2015 annual report of the work of the PPG Forum and the workplan for the group in 2016/17.
Executive summary (maximum 500 word limit)	This is the third successful year for the Great Yarmouth and Waveney PPG Forum which continues to be very well attended. Six meetings have been held during the past year with some key highlights of the work of the forum set out in the report below.
The recommendation is to:	The Governing Body is being asked to note the 2015 annual report for the PPG Forum and the workplan for 2016/17.
Related to the CCG strategic objectives:	Effectiveness <input checked="" type="checkbox"/>
	Quality <input checked="" type="checkbox"/>
	Improved experience <input checked="" type="checkbox"/>
	Make a difference for local people <input checked="" type="checkbox"/>
	Reduce inequalities and delivery <input checked="" type="checkbox"/>
	Sustainable financing <input type="checkbox"/>
Links to the CCG strategic risk register:	N/A

Risk scoring and description:					
Consequence (impact)	Rare	Unlikely	Possible	Likely	Almost Certain
	1	2	3	4	5
1 Negligible	1	2	3	4	5
2 Minor	2	4	6	8	10
3 Moderate	3	6	9	12	15
4 Major	4	8	12	16	20
5 Catastrophic	5	10	15	20	25

Primary care conflict of interest	Conflict of interest exists (Y/N)	No
	Potential conflict of interest exists (Y/N)	No

### Impact

Quality and safety	Positive	<input checked="" type="checkbox"/>	Negative	<input type="checkbox"/>	Neutral	<input type="checkbox"/>
Patient experience	Positive	<input checked="" type="checkbox"/>	Negative	<input type="checkbox"/>	Neutral	<input type="checkbox"/>
	The PPG Forum is a key forum which discusses patient experience and highlights any issues during the year.					
Clinical/operational effectiveness	N/A					
Financial/performance (see business case template attached where applicable)	N/A					
QIPP/better care fund	N/A					
Statute/compliance/governance issues	N/A					
NHS Constitution	The PPG Forum is one of the key ways that the patient voice is embedded in the work of the CCG.					
Equality impact	Positive	<input checked="" type="checkbox"/>	Negative	<input type="checkbox"/>	Neutral	<input type="checkbox"/>
	The PPG Forum is open to all patients who are PPG members in the GYW area and we ensure that the meetings are accessible.					
Human resources	N/A					
Patient engagement	The PPG Forum is a key way of engaging patients in the work of the CCG.					
System incl. primary care, NHS providers, local authority, voluntary sector etc.	System providers are regular attenders at the PPG Forum to keep them updated on initiatives and to seek their input.					

Supporting documents (List all appendices or further attachments)	N/A
Communications Strategy (How this initiative will be disseminated)	N/A
Acronyms used in the report (List alphabetically and in full within the report)	N/A

Directorate involvement and sign off prior to submission to committee / board. Please state role titles or state n/a if appropriate		Assessment/Forms Included in the report (Y/N)	
Finance	N/A	Equality & Diversity Impact Assessment	N
Commissioning	N/A	Formal Risk Assessment	N
QIPP and Delivery	N/A	IG Risk Form	N

Information	N/A	Clinical Quality Risk Assessment	N
Contracting	N/A	Privacy Impact Assessment	N
Engagement	Yes	Sustainability	N
Governance	N/A	Business Case Template	N
Quality and Safety	N/A	QIPP Business Case Template	N
		Conflict of Interest Form	N

# **Patient Participation Group Forum Annual Report 2015**

## Chair's report

The past year was the third successful year for the NHS Great Yarmouth and Waveney Clinical Commissioning Group Patient Participation Group Forum.

During 2015 there have been six PPG Forum meetings held in either Beccles House, Beccles or the King's Centre in Great Yarmouth making sure that the forum is as accessible as possible to patient groups across Great Yarmouth and Waveney.

## Engagement

Representation from PPGs in Great Yarmouth and Waveney has been good with attendance at each meeting varying from 16 to 25 attendees.

Table of attendance:

Date	Number of attendees
February	22
April	18
June	24
August	25
October	18
December	16
<b>Total</b>	<b>123</b>

Table of practices with PPG, Virtual PPG or PRG and attendance at PPG Forum meetings:

Practice	PPG	Virtual PPG	PRG	February	April	June	August	October	December
Alexandra Road and Crestview Surgeries		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Andaman Surgery		Yes							
Beccles Medical Centre	Yes	Yes							
Bridge Road Surgery	Yes	Yes			Yes	Yes	Yes	Yes	
Bungay Medical Centre		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cutlers Hill Surgery			Yes		Yes	Yes		Yes	Yes
The High Street Surgery		Yes							
Longshore Surgeries	Yes			Yes	Yes	Yes	Yes	Yes	Yes
Kirkley Mill Health Centre	Yes	Yes		Yes			Yes	Yes	Yes
Marine Parade and Oulton Village Surgeries	Yes	Yes			Yes	Yes	Yes	Yes	Yes
Rosedale Surgery	Yes		Yes	Yes	Yes	Yes	Yes		Yes
Southwold Surgery	Yes								
Victoria Road Surgery	Yes		Yes		Yes	Yes	Yes		Yes
Westwood Surgery	Yes								
Central Surgery	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes
Coastal Villages Practice	Yes	Yes			Yes	Yes	Yes		
Falkland Surgery		Yes							
Family Healthcare Centre	Yes			Yes	Yes		Yes	Yes	Yes
Fleggburgh Surgery	Yes								
Gorleston Medical Centre	Yes				Yes	Yes	Yes		
Greyfriars Health Centre	Yes								
East Norfolk Medical Practice	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes
Millwood Surgery		Yes							
The Nelson Medical Centre	Yes								
The Park Surgery			Yes virtual						

## **Achievements:**

Over the year, the PPG Forum has looked at a number of issues, had presentations on a number of subjects and been able to comment on or influence the following:

Mon 9 Feb	<ul style="list-style-type: none"><li>• End of Life care</li><li>• The GP survey and FFT in GP practices</li></ul>
Mon 13 Apr	<ul style="list-style-type: none"><li>• Out of hospital team and Kirkley Mill – best practice/lessons to be learnt</li><li>• Shape of the System consultation update</li><li>• Primary Care co-commissioning update</li></ul>
Mon 15 Jun	<ul style="list-style-type: none"><li>• Electronic Prescriptions</li><li>• Research Champions</li></ul>
Mon 10 Aug	<ul style="list-style-type: none"><li>• Shape of the system consultation update</li><li>• GP practice premises in Gorleston consultation update</li><li>• Social media and PPGs</li></ul>
Mon 12 Oct	<ul style="list-style-type: none"><li>• Primary Care Development Plan</li><li>• PALS and complaints</li><li>• National Winter Campaign</li><li>• Mental Health implementation progress</li></ul>
Mon 14 Dec	<ul style="list-style-type: none"><li>• AGM and re-election of Chair and Vice Chair</li><li>• Workshop to develop 2016 work plan</li></ul>

## **PPG Forum Achievements in 2015**

### **End of Life Care and Gold Standard Framework**

The forum received a presentation on end of life care from Maggie Tween so that they could understand the proposed new model of palliative care. The forum was given copies of the yellow folder that is given to end of life patients to help support them around the practical elements of end of life care.

Maggie also explained about the gold standard framework (GSF) meetings which are held within all GP practices. These should be held regularly and include key healthcare professionals in a patients care.

The forum were able to take this information back to their own practices and question whether or not yellow folders were being used and gold standard framework meetings being

held. Forum members found that there was some inconsistency in practices around this and therefore continue to question practices on the use of yellow folders and GSF meetings.

### **Friends and family test (FFT) in GP practices**

The Forum was kept up to date on the roll out of the family and friends test to GP practices in the area. Members were able to support their practices and help address any issues around the introduction of FFT in GP practices. The initial results from FFT will be presented to the Forum in 2016.

### **Lowestoft out of hospital team**

Debbie Coe and Jason Peek from the new Lowestoft out of hospital team attended the PPG Forum and gave a presentation on the work of the team during their first year. They explained the work that the team do across health and social care and how the beds-with-care element is used to support the teams. They explained that work was under way to get mental health workers co-located with the team so they can become integrated and work within the same way. In time they are also hoping to have a housing officer in place. The forum were very impressed with the work of the team and were keen for it to be rolled out across Great Yarmouth and Waveney.

### **Research champions**

Jacqueline Romero, PPIRes Project Manager from the Research and Development Office hosted by NHS South Norfolk Clinical Commissioning Group (SNCCG) attended the PPG Forum to talk about research champions.

Jacqueline explained that there were patient research ambassadors (PAR) being established in the area, the role is still developing and they are currently at the pilot stage. It will be rolled out across all NHS organisations including GP practices and hospitals. There were also a number of research studies that have been carried out across the area and she described how patients have been involved with these.

### **Shape of the system public consultation**

Throughout the shape of the system consultation the PPG Forum was involved and helped to influence both the consultation and the consultation document. The PPG Forum raised concerns around ensuring the quality of beds with care, the shortage of staff including GPs and also about the new model of care being set up around local needs. The PPG Forum provided a formal response to the consultation which was acknowledged by the CCGs Governing Body.

### **GP practice premises in Gorleston and Bradwell consultation**

The PPG Forum were keen to be involved in this consultation and provided a formal response which was received by the CCG Governing Body. This raised the issue of transport and the difficulty some patients will face if their GP practice moves, people on low incomes will suffer financially having to pay bus fares and the logistics of travelling may make it a nightmare for the elderly and people with children. Another concern for the PPG Forum was around the three practices that would be co-located and how they would work together as three separate businesses. The

PPG Forum felt that it would be more beneficial to patients if the three surgeries merged into one practice.

The PPG Forum also felt that it was key that patients were listened to as the transition occurs to make sure that none are affected in a detrimental way.

### **Electronic prescription service**

Michael Dennis, Prescribing Advisor for the CCG attended the PPG Forum and gave a presentation on the electronic prescription service (EPS). Since then a number of issues have been raised with EPS through the PPG Forum and the forum continues to monitor the situation as the new system is bedding in and raise issues with the CCG.

### **Social media and PPGs**

Ian Wakefield, Communications and Engagement Officer for the CCG attended the PPG Forum and gave a presentation on social media. Using social media is a good way for PPGs and the CCG to work together to inform and engage the people of Great Yarmouth and Waveney. Some PPGs have taken this further and asked Ian to support them with setting up social media accounts. The PPG toolkit on the CCG website has been developed further to include a section on social media.

### **Implementing changes to mental health**

The PPG Forum originally pushed for the mental health consultation and was involved in both the pre-consultation and consultation meetings and had a say in the decision making workshop which helped form the recommendations to the Governing Body. Since the consultation has closed the PPG Forum has been kept up to date with the implementation. The group will continue to monitor progress and feedback to the CCG any concerns that are raised with them around the changes.

### **Shortage of GPs**

Throughout the year the PPG Forum have raised the issue of GP shortages in the area. The Chair has specifically raised this question at Governing Body on a number of occasions. The CCG is working alongside practices to look at ways to support primary care and help develop new roles which will support GPs better, including pharmacists in primary care. This work is all being developed as part of a 'primary care development plan'.

Terms of reference have been reviewed and approved and are attached as **Appendix One.**

A workplan for 2016 was also developed at the December AGM and is attached as **Appendix Two.**

The Forum continues to be a valuable opportunity for Practice PPGs to exchange information so that best practice can be shared for the benefit of patients. Issues referred to the Governing Body ensure that patient concerns remain at the top of the CCG's agenda.

**Graham Dunhill, Chair, PPG Forum May 2016**

## **NHS Great Yarmouth and Waveney Clinical Commissioning Group Patient Participation Group (PPG) Forum**

### **Terms of Reference**

#### **Constitution**

The purpose of the PPG Forum is to influence the planning and commissioning of high quality integrated care to meet the needs of patients in the area by undertaking to:

- exchange information about health services across Great Yarmouth and Waveney from the patient's perspective
- engage members in the CCGs decision making and consultation processes and the planning and delivery of services and any proposed changes
- bring any healthcare issues/concerns to the attention of the CCG and request any further information on issues which are of concern to patients
- report back to respective patient groups on the issues discussed and content of the PPG Forum meetings
- provide ongoing support and development opportunities to all PPGs within the Great Yarmouth and Waveney area

#### **Membership**

The PPG Forum is an independent group which comprises patient representatives from GP patient participation groups in the NHS Great Yarmouth and Waveney area.

- The forum is to consist of a quorum of four GP practice representatives from the Great Yarmouth and Waveney area
- All members have a duty to represent the views of patients who use their surgery
- A review of the forum membership will be made annually at the Annual General Meeting (AGM)

- All PPG members are welcomed to attend any PPG Forum meeting in an observational capacity.
- PPG representatives may send deputies if the usual representative is unable to attend.
- Chairing arrangements – members will elect a chair and vice-chair for a three year term. This will be endorsed annually at the AGM which is held in December.
- The CCG will provide support to manage and run the PPG Forum and will cover the cost of meeting room hire
- The forum will decide a forward work programme annually at the AGM which will help inform the agendas for future meetings.

### **Responsibility of the Chair**

- The elected chair of the PPG Forum will be invited to join the CCG's Governing Body (Board) as a non-voting member. The vice-chair will attend if the chair is not available. This will ensure that there is always a representative patient voice at Governing Body meetings. It will also support succession planning and development of the PPG forum vice chair role
- There is an expectation that confidentiality will be maintained when CCG Governing Body issues and PPG group issues are discussed
- The CCG's Governing Body will formally ask the PPG Forum chair to consult PPG members on Governing Body issues when required
- CCG Governing Body papers will be shared with the PPG chair and vice-chair in advance of meetings to allow time for reading, and further explanation of subject (if required, before the meeting)
- The elected chair and vice-chair will provide the patient voice on the CCG's Primary Care committee which is held in public.

### **Frequency of meetings**

- An AGM will be held in December to elect a chair and vice-chair of the PPG Forum for a three year period and this will be ratified annually at the AGM.
- The forum will meet bi-monthly and this will be reviewed annually at the AGM. Meeting dates to be arranged at the beginning of the year.
- The meeting venue will alternate between Beccles House and venues in Great Yarmouth.

## **Expenses**

- Expenses will be reimbursed in accordance with NHS Great Yarmouth and Waveney CCG's volunteer's expenses policy

## **Authority**

This independent group is integral to the CCG's engagement commitment to patients and our local population.

## **Duties**

- PPG forum members will bring the issues or concerns of GP practice patients to the attention of the CCG when appropriate.
- Members will be included in the consultation, planning and delivery of any proposed changes to primary care services in the CCG area and will report back to their practice patient groups.

Updated: 16 February 2016

Author: Lorraine Rollo

Date of review: December 2016

**Patient Participation Group Forum Work Plan 2016**

At the December AGM for the PPG Forum members agreed a number of topics that they would like to include in their work plan for 2016. The table below shows which subjects they hope to cover and when. However, availability of speakers, changes in emphasis mean that this work plan may be subject to change:

Monday 15 February	12.30pm to 3.00pm	<ul style="list-style-type: none"> <li>• Cancer Matrons</li> <li>• Voluntary sector/support for patients with long term conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Russ Bayfield</li> </ul>
Monday 18 April	12.30pm to 3.00pm	<ul style="list-style-type: none"> <li>• GP Practice premises update and next steps</li> <li>• Shape of the System update and next steps</li> </ul>	<ul style="list-style-type: none"> <li>• Fran O'Driscoll/Jane Hackett</li> <li>• Fran O'Driscoll/Jane Hackett</li> </ul>
Monday 20 June	12.30pm to 3.00pm	<ul style="list-style-type: none"> <li>• Primary care co-commissioning/PPG contracts</li> <li>• EPS/Pharmacy links in surgeries</li> </ul>	<ul style="list-style-type: none"> <li>• Tessa Litherland and Tracey Bullard</li> <li>• Michael Dennis and Tracey Parkes</li> </ul>
Monday 8 August	12.30pm to 3.00pm	<ul style="list-style-type: none"> <li>• GP survey outcomes</li> <li>• Mental health progress report including Lorenzo</li> </ul>	<ul style="list-style-type: none"> <li>• Tracey Bullard</li> <li>• Gill Morshead</li> </ul>
Monday 24 October	12.30pm to 3.00pm	<ul style="list-style-type: none"> <li>• Care home beds/delayed transfers of care/funding for patients in care homes and how it works</li> <li>• End of Life Care</li> </ul>	<ul style="list-style-type: none"> <li>• Cath Gorman/Jane Hackett</li> <li>• Maggie Tween</li> </ul>
Monday 12 December	12.30pm to 3.00pm	<ul style="list-style-type: none"> <li>• AGM and endorsing position of Chair and Vice Chair (Year one)</li> <li>• Workshop to develop 2017 workplan</li> </ul>	<ul style="list-style-type: none"> <li>• Rebecca Driver</li> <li>• Lorraine Rollo</li> </ul>

**Graham Dunhill  
Chair, PPG Forum**