

## **PPG CASE STUDIES FROM ACROSS OXFORDSHIRE**

### **White Horse Medical Practice PPG (Faringdon, Oxfordshire)**

The White Horse Medical Practice PPG now has nine core members, a partner doctor and two members of practice staff. In addition, around 100 members are contactable by email. Graham Hall is the Chair of the PPG, having been actively involved since September 2014.

Each member of the core group has a special area of clinical interest, which they pursue on behalf of the group. The PPG intends to extend this coverage, perhaps by linking this need to a recruitment drive.

The PPG's current activities supporting the practice include:

- Working with the practice to identify the capacity that is needed for the provision of local medical services over the next 10 years
- Updating this whenever new planning applications are announced
- Regular face to face meetings with practice medical staff and administrative management
- Production of the practice newsletter, 'Healthy Times'
- Production of information bulletins for circulation by the practice
- Publicising information and inviting comments and queries on the PPG website at <http://www.whitehorsepracticeppg.org.uk>
- Raising awareness of the new triage-based appointment arrangements and working to eliminate problems
- Providing feedback on the practice website
- Involvement in the practice's patient surveys
- Raising awareness of a 'Dementia Friends' group in the community and among practice staff
- Patient representatives take part in initiatives organised by local hospitals and Oxfordshire CCG, requiring input from local patients
- Taking part in Oxfordshire CCG consultations and providing feedback on NHS services
- Working with the practice to gain funds for essential building work

### **Goring and Woodcote Medical practice PPG (South Oxfordshire)**

Jeremy Hutchins, chair of the Goring and Woodcote Medical Practice's PPG in South Oxfordshire, has been actively involved in his patient group since it launched in 2007. The PPG now has over 200 members and is still growing.

Jeremy said: 'I have seen the PPG grow in size and effectiveness during this time. We now have nearly 200 members and a core committee of 12 providing support and advice to practice GPs and staff. We are greatly valued by the practice. Over the past two years our activities have included:

- Organising meetings on key health issues which always attract over 100 patients. Our last meeting in April focused on the issue of the 'overuse of anti-biotics' with a presentation by Dr Simon Pettitt the GP practice lead for prescribing. Professor Carl Heneghan, the director of evidence based medicine at the University of Oxford gave an excellent talk on the subject at the same meeting;
- Patients are now having a bigger say in the way the appointment system is managed, which is helping to increase the number of people seen by GPs at the practice;
- We launched a new project in 2017, to raise awareness among patients and GPs of health and wellbeing groups in the area; this will enable more people to make better use of these services with a particular focus on self-care;
- We are planning to provide some IT training to encourage more patients to make better use electronic health records and other online services;
- The PPG supports the practice's annual 'flu-clinics' helps to ensure patients are seen promptly – this initiative has received positive feedback.

Jeremy added: 'Now more than ever it's important that PPGs are effective and able to provide well-structured input to the sustainability and transformation planning for health services, particularly primary care. I would strongly encourage anyone who wants to further improve health services to join a PPG – it has given me a great deal of satisfaction knowing we are making a difference to patient care.'

#### **The Bell Surgery PPG (South Oxfordshire)**

As part of PPG Awareness Week, the PPG at the Bell Surgery in Henley on Thames has organised two talks on: Life Planning (Monday 19 June) and Rheumatology and Arthritis (Tuesday 20 June). Patients and the public are invited to attend the talks taking place at the surgery based in York Road, Henley on Thames, RG9 2DR. For more details and to reserve a place see here: <http://www.thebellsurgery.co.uk/news.aspx>

#### **The Watlington and Chalgrove Surgeries PPG (South Oxfordshire)**

Over the past few years, the PPG has organised two surveys to get their views of school children on health services provided at the surgeries.

The first survey was carried out by the PPG among pupils at Chalgrove Primary School in 2014. The results were fed back to GPs at both practices and led to the installation in November 2016 of a 'health house' in the waiting room of Chalgrove surgery. This included a series of drawings created by the pupils to raise awareness of health issues affecting younger people. The results of the survey were published by Healthwatch Oxfordshire.

The second survey in 2015 involved year 8 pupils at Icknield Community College in Watlington. While the PPG initiated the survey it was undertaken by staff at the college and Healthwatch Oxfordshire. The main feedback from both surveys revealed that children wanted to be more involved in discussions about their health when meeting GPs with their parents or carers.

Neil Topping, a member of the PPG who helped to organise the surveys, said 'It was very worthwhile engaging with local school children. Generally younger people are not asked to share their views on local health services but we wanted to find out what local pupils thought to see if services could be changed for their benefit.'

### **Windrush Medical Practice (Witney)**

Bishop Bill Down the PPG chair at the practice said: 'The patient group was formed in 2007 to enable patients to have a say on the design of the new health centre. It remains an active group supporting practice staff and GPs on a range of initiatives. This has included advising on the design of the practice's new website, identifying ways to reduce medication waste, explaining to patients the different areas of clinical interest pursued by doctors, and supporting staff at the practice to reduce work pressures they experience. For example, we were proud of the 'meet and greet' scheme we ran last year in the surgery. This involved guiding visitors around the practice premises while patient signage was being prepared for installation in the surgery.'

'Our committee of twelve members is chaired by myself and meets every six weeks. We produce a popular quarterly newsletter and for each edition 600 copies are distributed among patients. We have a large group of 160 'virtual' members who we contact by e-bulletins. These are issued about every ten days and update patients on staff changes at the surgery, local NHS health initiatives and events and opportunities to take part in national health surveys.'

Morag Keen, the practice manager at the Windrush Medical Practice in Witney, said: 'We enjoy a good relationship with our patient group. We find them helpful, supportive, caring and interested in all aspects of the practice. They are proactive but at the same time careful not to create work for us. We have worked together on many projects and I like to think that we listen to their feedback and work with them to improve services on issues they have highlighted. We especially value the work they do to produce their newsletters, bulletins and to keep our patient library up to date. We are very lucky to have such a supportive and active patient group committee.'

### **Manor Surgery, Headington (Oxford City)**

Tracey Rees, the Manor Surgery PPG chair, said: "The PPG acts as a planning group, developing events focused on issues and conditions which impact on the lives of patients registered with the practice. The group recognises that this is the best way it can help fellow patients and acknowledges that many people don't have the time to commit regularly to a PPG; but also they appreciate the work of the group in running events and talks which can help them learn more about their condition or provide advice on living well."

The PPG works closely with the practice's medical and clinical staff, particularly those with specific clinical interests such as diabetes and dermatology. The next PPG event is on

Saturday 8th July 2017, and will be on mental health to focus on self-help and the importance of early intervention. Patients are welcome to attend.

The PPG is also exploring how to work with the 'Getting Heard' project which supports patients with appointments and advocacy. For more information on this organisation see here: <https://www.gettingheard.org/>

An example of its proactive work was demonstrated when the PPG worked in partnership with Bury Knowle Health Centre on a wellbeing day, held in November 2015. This was designed to be fun day for all ages with free taster sessions, including yoga and Tai Chi amongst other activities. People who preferred something less active were able join fantastic local singing groups or just listen to them, while the Surplus Café offered great food at affordable prices. Attendees looking to treat themselves had a choice of therapists offering massages, mini manicures and facials. Alongside these activities and therapies were stalls offering help and advice ranging from healthy eating and living to dealing with scams and doorstep crime.

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