WHAT ARE OUR PPG AIMS AND OBJECTIVES

- To work with South Lewisham Group Practice to offer the patients perspective on the services provided.

- To provide a forum to support positive ideas and voice concerns, assisting GP’s to develop an increased understanding of patients priorities, needs, wishes and perspectives.

- To help improve communication to implement change and encourage patients to take more responsibility for their own health.

- To help in the education of patients with regards to their health and well being.

- To signpost patients and GP’s toward groups and organisations concerned with health and wellbeing.

- To encourage more patients to join our PPG.

- To showcase and expand what we do into the local community and market place.
BACKGROUND ON OUR PATIENT PARTICIPATION GROUP (PPG) AT SOUTH LEWISHAM GROUP PRACTICE (SLGP)

The introduction of practice based commissioning involves patients in a geographical area making decisions that will affect the way that health care is delivered to patients. All GP practices are now required to have a PPG to refer to, no matter how small. PPG’s should work to get to know their area and alert the GP practice to specific problems, working with them and being involved in setting priorities to ensure that commissioning decisions are made known to the wider patient population.

As the needs of practices vary hugely so do the activities of PPG’s so, at the SLGP patient group, we are learning how we can best help patients and the Practice. This is where we need patients very valuable input to help us move forward, telling us how they think something could be improved, added or changed so we can liaise with the Practice and try to bring about those changes. PPG’s are not driven by a central agenda, instead they evolve to meet local needs, although do need to be aware of the wider policy agenda.

To help, our PPG joined The National Association for Patient Participation (NAPP) and the practice readily agreed to pay their membership fee. NAPP is a national organisation set up some years ago to encourage the formation of PPG’s to, amongst other things, link with their local communities and to have, as tax payers, a say in how services were run. Patient participation and involvement are concepts encouraged by the government, and to an increasingly extent supported by the medical profession. Where there is doubt it is often because doctors and organisations do not know how to involve patients, and this is where NAPP is helping, with clear objectives to help improve services for communities.

We are lucky at South Lewisham Group Practice, as they are keen to have patient involvement, and we have found to date that they have listened to us, and acted, where possible within their authority, keeping us informed of changes and obtaining patient opinions through the Patient Participation Group.

SLGP has a list of over 14,500 patients and includes people from all walks of life, ethnic groups, various creeds, disabled, young, and old. Each one has a different need including medical, physical, mental health and emotional. Surgeries have to find out what those requirements are in order that the surgery, GPs and staff can operate smoothly and efficiently whilst meeting those needs, and a patient group can help with that.

HOW OUR PPG SET UP

• We have a committee which currently consists of 8 patients, including the Chair and the Secretary, a GP representative, The Practice Manager or representative, and occasionally invited are a nurse or an administration/receptionist representative. The remainder of the members are set up as General Members and for ease of communication contacted via email (virtual members). We are often approached by a representative from another organisation who ask to come along and speak about a certain topic.

• The committee hold set quarterly meetings with additional meetings arranged as needed.

• All PPG members are given notice of set meetings and asked for agenda items to put forward for discussion.

• General members are able to come along to some of the committee meetings to put their own agenda item forward, join in a discussion, or just see how we work. Minutes are placed on the practice web site for all to view.

• We consistently ask for members ideas, suggestions and opinions on a variety of matters.

• Members are passed information on such items as health and wellbeing etc. for their perusal, comment or action.

• General members can be co-opted, if they choose, for such things as surveys or events

• Members of NAPP – National Association of Patient Participation
MARKETING

Although the PPG has no direct funding, as a committee, we have taken a decision to try to involve as many patients as possible in the work of the PPG. South Lewisham Group Practice assist us by offering the free use of their facilities, refreshments, advice and guidance, and are very willing to help and work with us in any way possible. They have also covered the costs of posters, leaflets and given a donation towards our admin costs. Stallholders were asked to bring along their own tables, and where not possible, the surgery utilised tables and desks.

A major obstacle to overcome in delivering the Health and Wellbeing Market Place event was the marketing and promotion of the event. To overcome our lack of financial resources we used the spirit of collaboration plus the asking of favours in trying to get as many people as possible.

A poster and flyer were designed, using the format from last year’s event and our Chair managed to obtain a huge discount for the printing of A3 and A1 size posters and 5,000 A6 flyers. The surgery also printed out copies of the poster A4 size.

Trevor Pybus from Community Connections and Gary Buswell from the Bellingham Project kindly donated time and targeted shops and venues in the area to get posters and flyers displayed. PPG committee members also targeted various venues. The local Police Cadets donated their time to hand deliver flyers around the surgery area a few days prior to the event, and even on the day.

The outreach campaign included:-

- Local chemists
- Leisure centres
- Supermarkets (including Sainsbury’s, Homebase, Co-op) and shops
- Voluntary websites and bulletins via Community Connections, Well London/Bellingham Project/ Metropolitan Police, Healthwatch etc.
- SLGP website
- Flyers and posters in and around area
- Personal and professional contacts
- Word of mouth
- Mjog text messaging
- Note on prescriptions
- GP practices and SELDOC
INFORMATION STALLS

Space at SLGP is limited so, to maximise the space, a floor plan was produced and stallholders were asked to bring a table up to a paste table size only.

Using this approach it allowed over 22 different organisations to attend.

Organisations attending included:

- Abbotshall Healthy Lifestyle Centre/Active Lifestyle for all
- Africa Advocacy Foundation
- Ageing Well in Lewisham CC
- Artful Dodgers
- Bellingham Community Project/Well London
- British Heart Foundation
- Carers Lewisham
- Charlton Athletic Community Trust
- Community Connections
- Diabetes UK Lewisham
- Healthwatch
- Lewisham Health Trainers
- Lewisham Volunteer Centre
- Metropolitan Police/Community safety/Police cadets
- Pre-school Learning
- P2P market Place
- SELDOC
- SLAM
- Wheels for Wellbeing
- 60up CIC
- SLGP PPG
- SLGP GPs
COMMUNITY SAFETY

A full risk assessment was undertaken.

- Immediately prior to opening the doors to the public, the Practice Manager gave a housekeeping/fire etc. briefing.
- Public liability for the event was undertaken by South Lewisham Group Practice.
- The PPG and SLGP supplied stewards and Community Connections offered help where needed.
- SLGP GPs were on hand to provide First Aid.

There were no reported incidents or accidents at the Health and Wellbeing Market Place event.
A questionnaire was drawn up, with 4 questions asked, in order to help us improve and extend this type of event to patients in future, for the benefit of all needing healthcare and wellbeing services and advice. PPG asked visitors and stallholders to complete and return after they had visited the event.

Results from returned forms

Q1  How did you hear about our event?

11 said from PPG email
9 said from another group/organisation
3 said from health professional
3 said from surgery
2 said leaflet through door
2 said from posters
2 said from surgery website
2 said from friend/colleague

Q2  How much did you enjoy the event? Please tick relevant box.

☐ Very enjoyable ☐ Enjoyed ☐ Did not enjoy

If not enjoyed would you please say why to help us next time.
14 said very enjoyable
17 said enjoyed
0 said did not enjoy

Q3  What was your favourite part of the event and favourite stall?

12 said all the Information
9 said Networking
4 said talking to public
2 said meeting off duty staff
17 said all stalls were enjoyed
3 said British Heart Foundation
2 said the Police

Others mentioned:-
Wheels for Wellbeing
The Green Man – very good for the community
Wellbeing
SELDOC
Carers Lewisham
Well London
Illegal Tobacco (Charlton Athletic Community Trust)
Results from returned forms continue

Q4   Is there anything that we can improve on or add and if so what?

14 said No
4  said need more visitors
2 said use outdoor space for larger event

The remainder suggested:-

Space a bit small
Develop it into a community event
Provide food
Provide staff with more information when ringing in
1—1.30pm finish as a Saturday
10-30 -1 pm better time for event
Provide tables for stallholders
More stalls
Get the No Smoking people to attend
Change the title from ‘market place’
Have a specialist i.e. Cardiologist attend
Have samples of healthy meals, tasters & ideas etc.
Demonstrations
More advertising

Additional comments :-

Really good event although so difficult encouraging public to come along. Maybe develop it into a community event, possibly into a nearby park, but that involves more money.

Everything was well planned. You have done everything you could.

It more or less covered everything.

When I rang the surgery the staff were not able to tell me about the event. It took several phone calls before I was able to contact the PPG Chair.

Everyone was nice.

More people. Even though it can be hard.

The event was well run with a good mix of stalls.

Our stall had a good number of visitors but most were other stallholders. It would have been nice if more members of the public had attended the event. Not for visitors after 12.30. The supply of refreshments for stallholders was appreciated.

I thought I was coming to a market event but am please I attended as found it more useful than a 'market'.

It would be good to have a Cardiologist for example here.

Work on capturing more patients.

The Well London stall covered various healthy activities, health, Nordic Walking, men's health project, gardening, food growing etc.
CONCLUSION

The emailing and networking seems to be the main way people have heard about the event. This shows how important the networking process is.

It is important that our health professionals are aware of the groups and organisations and what they do, to enable them to refer patients on.

All health specialists, groups, organisations should be aware of any up and upcoming events and pass on details to their network.

Advertising using the social media, posters, leaflets, internet and word of mouth is vital to bring in visitors.

Network events should be held more often in order to encourage groups and organisations to be aware of others and what they do, in order to be able to signpost people on.

GENERAL OBSERVATIONS AND THOUGHTS

Approximately 50 people visited the event which, at the time, was disappointing given our efforts. However, the Lewisham Clinical Commissioning Group (CCG) held their Annual General Meeting a short time ago, and their Engagement Activity report provides the number of people in the borough taking part in some of their engagements, which also seemed disappointingly low, yet appeared to be the norm.

Considering the CCG statistics the numbers of people attending our event highlighted that we had actually achieved a high level of attendance in comparison, given the type of event and venue, and we aim to improve on these in future.

This only highlights the need to strive on to encourage people the importance of being aware and taking care of health and wellbeing.

OUTCOMES

Firstly, on behalf of PPG, I would like to thank all those who made the Health and Wellbeing Market Place event a success. I especially want to thank and Trevor Pybus from Community Connections and Gary Buswell from Bellingham Project for all their help and willingness to collaborate with us to make this event a success. Thank you also to our volunteer PPG committee members who give up their precious time.

We are aware that, at the South Lewisham Group Practice, we have a staff team that is willing to go that extra mile for patient involvement, and are grateful for all the help and support given to enable us to help them do that.

This event allowed us to support brokerage and development work that will develop resources in the community. We are pleased to hear that informal and formal conversations are taking place as a result of the event, and partnerships being forged.

Our PPG will continue to organise and encourage a mini market place each day at South Lewisham Group Practice. Up to 4 stallholders from groups and organisations will be able to come along any day during open surgery hours, and provide information and advice, or use as outreach. Long term PPG hope that our small community events can help to identify resources in the community and maximise the potential.

The South Lewisham Health Centre building houses SLGP and incorporates clinics such as Phlebotomy, Chiropody, Child Welfare, Nurses including Specialist Nurses, exercise classes etc. so the building has a large footfall, and the local community also benefit from the mini market.

The South Lewisham Group Practice and Patients Partnership Groups will continue to maximise the benefits of collaborative working. We will help facilitate the dialog between the statutory sector and the community and voluntary sector for the benefit of patients and local residents.

Alexandra Camies, PPG Chair