

Project highlight report

Project Board: Healthwatch

Project name:	Participation in Practice	Reporting period:	Oct 2020
Project sponsor:	PPG Advisory Group	Project Manager	Lyndsay Yarde
Author:	Lyndsay Yarde	Date report approved:	

Project Highlights:

- In July we awarded our first Participation in Practice award, with distinction, to Newcastle Medical Centre.
- Undertaking the assessment and moderation of just this first submission has produced a number of useful insights for the project evaluation.
- On 20 August we cancelled the planned Zoom meeting due to poor numbers and took the decision to visit all those still involved in the pilot. Visits have enabled us to ascertain the current level of commitment to the award, and allowed us to provide encouragement and assistance. Visits commenced late August and continued throughout September. To date all practices visited wish to continue with the award and a couple are very near completion. Participants have commented that they appreciate the one to one support.

- The current (25 Sept) position for those practices would took part in the pilot is as follows:

Newcastle Medical	Completed award with distinction, July 2020
Elswick Family Practice	Intending to complete Sept/Oct 2020
Throckley	Intending to complete December 2020
Denton Turret	Dropped out
Westerhope	Dropped out
Dilston	Intending to complete December 2020
Cruddas Park	Intending to complete December 2020

Teams	Intending to complete Autumn 2020
Birtley	Intending to complete December 2020
Fell Cottage	Dropped out
Bridges	Intending to complete December 2020
Oxford Tce	Intending to complete Autumn 2020

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 nd 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 nd 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		<p>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 2nd Online meeting planned for 20 Aug, only 1 person signed in, so meeting abandoned. Decision taken to visit participants throughout Sept. Current expected completion as follows June completion - 1 Sept completion - 1 Autumn completion - 2 December completion - 4 Drop out - 3 Unsure - 1</p>
Plan final award event	Feb- Mar 20	Postponed		<p>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 Participants who achieve their award receive an interim Certificate via email and are invited to</p>

				publicise it and share the publicity with Healthwatch
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 Winter/Spring 21.

2. Key expectations in next reporting period

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

- Undertake the assessment of the remaining participating practices
- Get their submissions moderated and if they are successful, send them their certificates
- Arrange publicity associated with this
- Continue to offer one to one support to participants, including visits in December to those practices completing then

3. Risk report	Risk rating
We may continue to lose participants due to ongoing/increasing demands of the pandemic (3 so far 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