

Network Patient Participation Groups (NPPGs) Supporting Engagement & Participation

ECCG has been working closely with Healthwatch Ealing to support the development and embedding of NPPGs. Healthwatch was initially commissioned to help set up the NPPG meetings by liaising with the practices, agreeing the dates for meetings, establishing an agenda and facilitating the discussions. The minutes of the meetings have been a rich source of data to help ECCG understand what the patient and staff representatives want to achieve through the NPPGs and think through the logistical and operation obstacles they face and how these might be addressed.

Currently there are 7 NPPGs and all bar one have met twice since their initial set up in early 2015. So far, one of the NPPGs has truly recognised the potential for using such a group to develop patient participation and is spearheading a number of initiatives. It's important to acknowledge that within the NPPGs there are a number of individual practices with really well established practice based PPGs doing great work e.g. Goodacre, Crown Street, Barnabas practices.

From the CCGs' perspective NPPG's will be a conduit for:

- Patient engagement through information sharing and consultation.
- Patient empowering delivering the self-care and self-management strategy
- Co-design and co-production.

Future focus will be on:

- Engaging and supporting GP practices that have not been able to identify patients and/or staff to attend the NPPGs.
- Supporting practices with no local PPGs to establish groups and/or link with other local PPGs or consider having virtual groups.

From initial discussions it's emerging that NPPGs will be an opportunity for patients and staff in each network to work together to:

- Arrange health promotion events/awareness raising sessions/healthy living information sessions/talks from expert patients/speakers.
- Improve communication with patient populations across each network and provide them with access to information about local services possibly through a local directory.
- Ensure practices become carer friendly and respond to the needs of those with additional needs.
- Provide patients who want to be involved strategically in specific projects/work streams associated with the commissioning cycle (procurement and monitoring) access to appropriate support and training.
- Engage wider patient population using social media and specifically attract young people and working age patients to be involved.
- Work together to increase the take up of annual health checks.
- Make short films on specific issues important to the local community to be shown at the practices in the network.
- Address barriers to access and reduce inequality (access to interpreters and easy read information).
- Contribute to the discussions around commissioning intentions.
- Train patient champions/health advocates.
- Use patient experience data to kick start local improvement projects and influence commissioning intentions and decisions.

- Support the monitoring and evaluation of new or reconfigured projects.
- Deliver training to practice staff to improve customer service, making them more aware of patients' perspectives and responsive to their needs.

We recognise that for the NPPGs to achieve their ambitious plans, we will need to provide significant support at the early stages and help them build a sustainability plan. We will be supporting the NPPGs to:

- Develop a recruitment strategy so that patients from each of the individual practices, in each network, is present at the NPPG, and the membership reflects the demography of the local population.
- Focus on making the NPPGs and practice PPGs – patient led and patient focused while allowing practice staff to attend to support specific developments.
- Identify GP practices with successful and well established practice PPGs so that they can share learning and ideas with those who are struggling.
- Develop a Terms of Reference for the NPPGs.
- Develop a role description for chair/vice chair for each NPPGs and a process for selection into the roles.
- Create a network of NPPG chairs so that they are able to meet regularly, share ideas, plan together and support developments.
- Agree a framework and content list for a NPPG newsletter to be cascaded to patient members of each practice PPG in each network.
- Agree a communication plan within each network and across the 7 networks.
- Have a consent form in place to be used for sharing contact details and for agreement to be filmed/photographed for future publicity etc.
- Develop and implement a local action plan.
- Pull together common themes and agree a borough-wide action plan.
- Become members of NAPP, use their resources and showcase examples of how NPPGs are making a difference through a national platform.
- Work in partnership with ECCG and LBE to support engagement and consultation events/activities.
- Collate a guidance document in the forms of an FAQ to address operational issues.