• Patient participation groups were developed as a way to extend patient involvement

• It is a format that encourages people to engage with both the NHS and their own health care.

• The groups can provide practical support for the practice.

• They can help contribute to the continuous improvement of services.
Develop Aims & Objectives

Aims
- To participate in the health improvement of the local population
- To encourage patients to engage in their own healthcare

Objectives
- To have knowledge on issues that impact on health
- Being a signpost to other services and agencies
- Sharing experience & feeding back
- Identifying areas with scope for improvement
- Highlighting excellence
- Turning knowledge into action
- Supporting change
- Bringing peers together for mutual encouragement
- Promoting self-management
- Linking into the community
What can you do to help?

• Provide services/facilities in the surgery
  i.e. health promotion information (where space allows)

• Fundraising

• Help with patient surveys, and discuss results

• Contribute to service development and decision making

• Lobby local organisations, patients etc.
Overall experience of GP surgery

Overall, how would you describe your experience of your GP surgery?

**CCG’s results over time**
- **Latest**
  - Good: 82%
  - Poor: 7%
- **Jan 2015**
  - Good: 83%
  - Poor: 6%
- **Dec 2013**
  - Good: 87%
  - Poor: 4%

**National results**
- 85%
  - Good
- 5%
  - Poor

**Practice range in CCG – % Good**
- Lowest Performing: 59%
- Highest Performing: 98%

**Local CCG range – % Good**
- Lowest Performing: 79%
- Highest Performing: 90%

Base: All those completing a questionnaire: National (836,967); CCG 2016 (4,681); CCG 2015 (4,867); CCG 2013 (5,195) Practice bases range from 55 Base: All those completing a questionnaire: National (836,967); CCG 2016 (4,681); CCG 2015 (4,867); CCG 2013 (5,195) Practice bases range from 55 to 132; CCG bases range from 2,381 to 11,944

%Good = %Very good + %Fairly good
%Poor = %Very poor + %Fairly poor
Overall experience – how the CCG’s practices compare

Overall, how would you describe your experience of your GP surgery?

Base: All those completing a questionnaire: National (836,967); CCG (4,681); Practice bases range from 55 to 132

%Good = %Very good + %Fairly good

Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses
Ease of getting through to GP surgery on the phone

Generally, how easy is it to get through to someone at your GP surgery on the phone?

**CCG’s results over time**
- **Latest**
  - Easy: 70%
  - Not easy: 27%
- **Jan 2015**
  - Easy: 70%
  - Not easy: 26%
- **Dec 2013**
  - Easy: 74%
  - Not easy: 21%

**CCG’s results**
- Very easy: 23%
- Fairly easy: 18%
- Not very easy: 9%
- Not at all easy: 4%
- Haven't tried: 47%

**National results**
- Easy: 70%
- Not easy: 26%

**Practice range in CCG - % Easy**
- Lowest Performing: 24%
- Highest Performing: 99%

**Local CCG range - % Easy**
- Lowest Performing: 62%
- Highest Performing: 80%

Base: All those completing a questionnaire: National (849,770); CCG 2016 (4,747); CCG 2015 (4,953); CCG 2013 (5,310) Practice bases range from 56 to 135; CCG bases range from 2,419 to 12,120.
Ease of getting through to GP surgery on the phone: how the CCG’s practices compare

Generally, how easy is it to get through to someone at your GP surgery on the phone?

<table>
<thead>
<tr>
<th>Practice</th>
<th>CCG</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easy (%)</td>
<td></td>
<td></td>
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</tbody>
</table>

Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses.

Base: All those completing a questionnaire: National (849,770); CCG (4,747); Practice bases range from 56 to 135

%Easy = %Very easy + %Fairly easy
Success in getting an appointment: how the CCG’s practices compare

The last time you wanted to see or speak to a GP or nurse, were you able to get an appointment to see or speak to someone?

Percentage of patients who said they were able to get an appointment last time they tried to see or speak to a GP or nurse

Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of respondents.

Base: All those completing a questionnaire: National (815,057); CCG (4,515); Practice bases range from 54 to 126

%Yes = %Yes + %Yes, but I had to call back closer to or on the day
This is not:

- A forum for individual complaints
- A tool for implementation of the Government’s or any individual’s pre-determined agenda
- Unwanted extra workload
Continuing Growth

We must make sure we:

• Monitor progress against objectives
• Publicise our successes
• Involve people
• Learn from other groups
• Expand activity (we do not want to become stale)
• Review our objectives regularly
<table>
<thead>
<tr>
<th>What does N.A.P.P do?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Helps with the formation of patient participation groups</td>
</tr>
<tr>
<td>• Provides information for groups</td>
</tr>
<tr>
<td>• Organises national and local conferences for groups to share best practice</td>
</tr>
<tr>
<td>• Maintains a nationwide network of groups</td>
</tr>
<tr>
<td>• Seeks to influence national policy</td>
</tr>
</tbody>
</table>
What do N.A.P.P. have available to help?

• Working with CCGs
• Tool kit available
• Information available on pilot projects
• Helpline
• Online forum
• Local/regional support
N.A.P.P contact information

0870 7743666

www.napp.org.uk

Reference used in developing presentation:
National Association of Patient Participation example slides.