**Primary Care**

1. **Countywide Patient Participation Network**

**1.1 Background to the project**

In 2015, GCCG took back delegated responsibility for commissioning of primary medical services from NHS England. With this came the opportunity for GCCG to establish closer links with a significant number of Patient Participation Groups (PPG) linked to GP practices in Gloucestershire.

Each GP practice in England is contractually required to establish a Patient Participation Group. The role of a PPG includes:

* being a critical friend to the practice
* advising the practice on the patient perspective and providing insight into the responsiveness and quality of services
* encouraging patients to take greater responsibility for their own and their family’s health
* carrying out research into the views of those who use the practice
* organising health promotion events
* regular communication with the patients registered with the GP practice.

Each year GCCG hosts a Commissioning Conference and Annual General Meeting to which local GP practice staff, GCCG staff and local partners and stakeholders are invited.



In 2015, PPGs were invited to the GCCG Commissioning Conference and Annual General Meeting and a workshop, specifically designed to introduce the CCG to the PPGs, was hosted– and was well attended.

**1.2 Local Engagement**

PPG members were asked if they would value the opportunity to meet together on a regular basis to receive and share information and have opportunities to take part in engagement activities. The answer was a resounding yes. The quarterly PPG Network was established in 2016 and has been meeting quarterly ever since at a central venue with lots of parking, with attendance averaging 50 representatives from across the county every time.

In the last two years the PPG Network events have covered subjects ranging from the GP Five Year Forward View, Friends and Family Test and GP Patient Survey to reducing the stigma associated with mental health. Practical workshops have been held, offering PPGs the opportunity to shape service developments.

**1.3 What we learned/outcome**

PPG members have instigated PPG Network developments, asking for dedicated web pages to be created providing them with access to relevant information, and also asking for a quarterly PPG bulletin.

We have received a lot of feedback from PPG members about the Network meetings. Over the last two years, we have improved the experience by ensuring a hearing loop is installed and better audio-visuals through use of a much larger screen with back projection for presentations; and most importantly ensuring there is time for networking during the event.

**1.4 The next steps**

We want to improve the quality of presentations. Feedback from PPGs has been that presentations are too long and they would like more time for questions and that presentation slides are too busy and contain too much detail.The GCCG plans to design a slide template for presenters and issue good practice advice developed in response to feedback from the PPGs.

1. **Gloucester Health Access Centre Procurement**

**2.1 Background to the project**

Since 2009 GCCG and its predecessor, NHS Gloucestershire Primary Care Trust, has commissioned a GP led 8am – 8pm service for registered and unregistered patients. This service is commonly known as GHAC (Gloucester Health Access Centre).



Gloucester Health Access Centre provides:

* a full medical primary care service to registered patients led by GPs and nursing staff; and
* a service to non-registered Patients. These may be patients that are registered with other GPs across the county and beyond or those that are not currently registered with a GP.

The practice area covers a large area of Gloucester City but the registered population tends to be clustered around Matson and Robinswood ward and Westgate ward in Gloucester.

The current contract expires on 4 May 2018 and GCCG has undertaken a procurement process to commission a ten year Alternative Provider Medical Services (APMS) contract. The overarching outcomes required from the new contract are to:

* Reduce health inequalities between patients in access to health services and the outcomes achieved with particular focus on the health inequalities which exist between patients in Gloucestershire;
* Support health related behaviour change to reduce health inequalities between patients in terms of outcomes achieved;
* Ensure long term sustainable primary care and demonstrate service and business efficiency in line with the GPFV and Gloucestershire’s STP in part by implementing workforce skill mix and building working arrangements with health, social care and community partners;
* Provide an Urgent Primary Care Centre for patients who need to be seen urgently by a primary care professional;
* Encourage registration in line with the choice agenda.

**2.2 Local Engagement**

As the current GP practice PPG was facing membership challenges, it was decided that patient views of the current service should be collected through comments boxes placed at both of the service venues in Gloucester City and at Matson to be used to inform the development of the new service specification. A CCG Lay Champion with a particular interest in primary care services was invited to participate in the evaluation of the bids received and to attend bidder presentations, contributing to the discussions resulting in a recommendation regarding the contract award.

**2.3 What we learned/outcome**

The population served by this contract is one of the most diverse in the county with a high level of health inequalities identified. One of the ways to address this through the procurement was to include Transformational funds to enable the provider to develop a new care model based on a multi-disciplinary team, to reflect the needs of the patient population and skilled in supporting greater self-care whilst ensuring service sustainability for the duration of the contract.

The successful bidder demonstrated a good level of understanding of the specific needs of the patient population and intends to use the transformational funds to employ a health and wellbeing coordinator to work with patients with long-term conditions, including mental health conditions.

**2.4 Next steps**

Contract commencement is on 5 May 2018. GCCG Engagement team are attending pre-contract commencement meetings to work with the provider to identify innovative ways to engage with the diverse practice population. It is clear from previous relatively unsuccessful attempts to establish a Patient Participation Group, that a new model of patient engagement better suited to the practice population is required. A community-wide approach is proposed, with the practice staff out-reaching into local community and voluntary organisations and providing a venue for community events at which health and care experience and developments will be discussed.