

# Primary Care

## 1. Countywide Patient Participation Network

### 1.1 Background to the project

NHS Gloucestershire CCG established a Countywide Patient Participation Group Network in 2015/16. The PPG Network was established to provide a regular forum for PPGs from approximately 75 GP practices to come together four times a year to receive information, to share learning and to network, all with the purpose of improving patients' experience of primary medical services in Gloucestershire.

### National GP Patient Survey (GPPS)

The GP Patient Survey (GPPS) is an England-wide annual postal survey, which has been running since 2007. The survey asks about patient experiences of local general practice services.

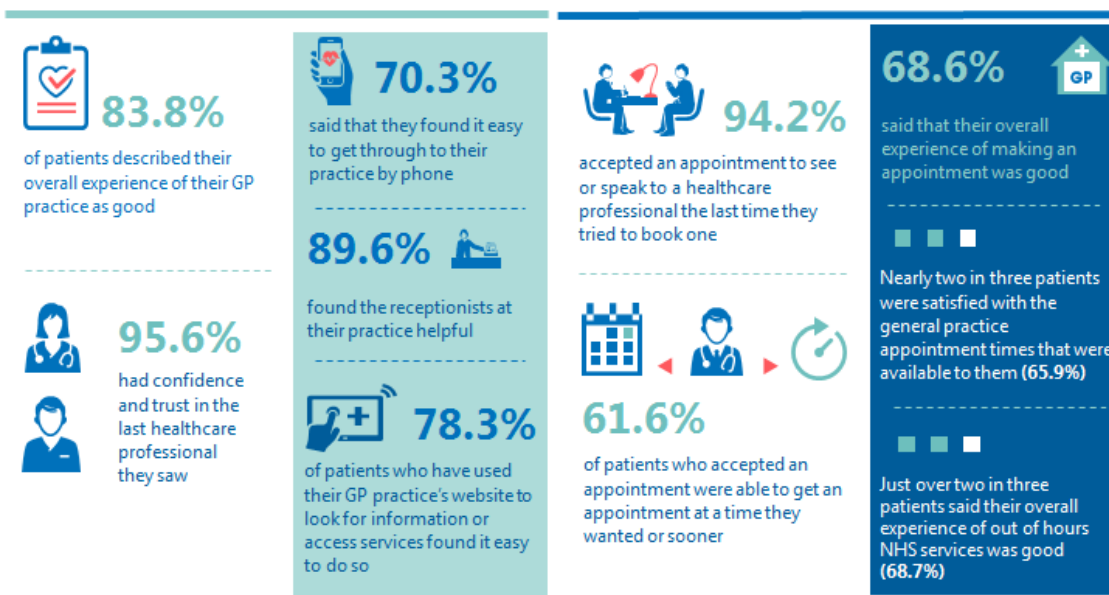
GPPS produces data on over 7,000 GP practices and 195 CCGs and the results are weighted to population profile for age and gender. In 2018, the 2,221,068 questionnaires were sent out nationally, and 758,165 were returned, a response rate of 34.1%. In Gloucestershire CCG area, 20,334 questionnaires were sent out, and 8,987 were returned, a response rate of 44%.

### GPPS is Accessible

GPPS is available in a range of accessible options:

- Freepost and Online completion
- 14 foreign languages
- BSL, Braille, Large print
- There is a telephone helpline to support individuals with completion of the survey.

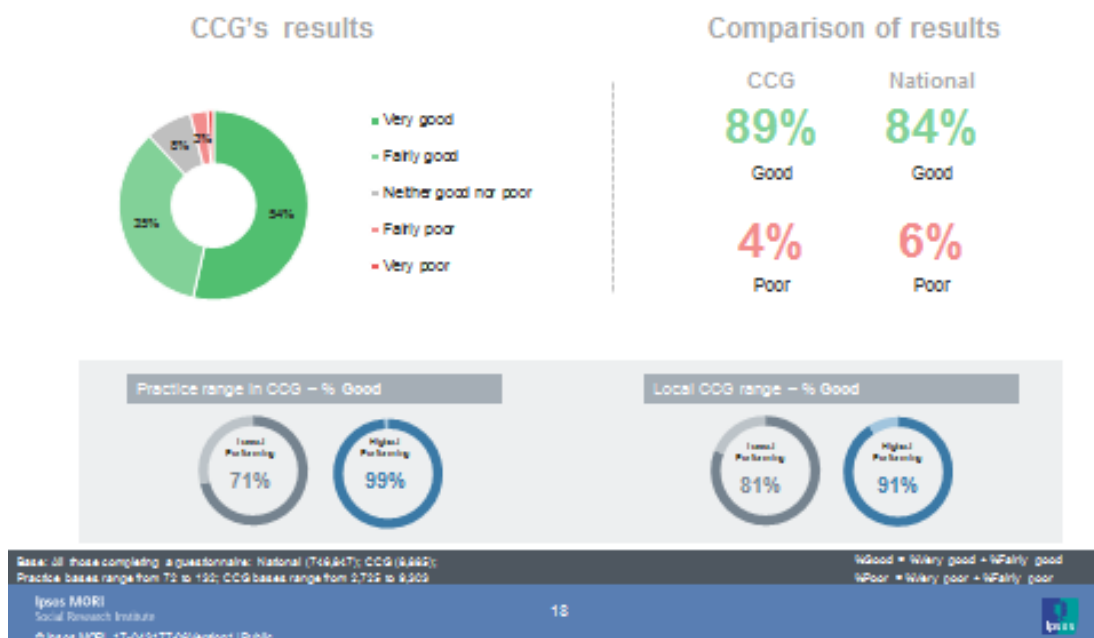
### National Headline findings 2018



## NHS Gloucestershire CCG – overall experience of GP practice 2018

### Overall experience of GP practice

Q31. Overall, how would you describe your experience of your GP practice?



### What is the GPPS used for nationally?

- Used to review national policy
- Shapes decisions about investment
- Identifies health inequalities
- Used to understand and support local organisations better
- Can help to better understand different long term conditions
- Used by national bodies to monitor experience
- Data is shared with organisations who are looking to undertake research
- Used as a key source of data for the NHS Long Term NHS Plan

Locally, the CCG uses GPPS data to monitor performance of practices within our area to help make commissioning decisions and to support PPGs and practices to use the GPPS data, together with other patient feedback such as Friends and Family Test to improve patient experience.

## **1.2 Local Engagement**

For the past two years, PPG members have received an annual presentation on GPPS. The first year's presentation, made by the CCG's lead for engagement and experience, who is a member of the National GPPS Steering Group, focussed on the CCG's overall performance and encouragement for PPGs to go back to their individual practices to discuss their local results with the practice team to identify areas for improvement focus.

This year's (2018) presentation, made by members of the NHS England national GPPS team, again looked at the CCG's overall results, but also provided a live demonstration of the GPPS analytical tool. The presentation focussed in particular on the changes to GPPS in 2018 and the rationale for the changes. PPG members were encouraged to take part in a lively Q&A session and provide feedback to the national team about potential improvements to the GPPS next year.

## **1.3 What we learned/outcome**

The PPG Network has been a great way for the CCG to engage PPGs in using survey data. Following the presentation and live demonstration of the analytical tool by the national NHSE GPPS Team, PPGs took away an increased understanding of how to best use the survey data, as well as about the running of the survey.

The national team received constructive and practical feedback from the PPGs, which will be used to inform future developments of the GPPS. For example, suggesting ways the GPPS practice comparison tool could be improved to make it more helpful to PPGs.

## **1.4 The next steps**

The PPG Network continues to meet quarterly, the focus of the last event held in February 2019 being the NHS Long Term Plan.

The CCG continues to play a strategic role in the development of the GPPS through its membership on the national GPPS Steering Group. The CCG looks forward to seeing the publication of this year's results this summer and sharing these with the PPG Network and individual practices.

## 2. Supporting the development of Primary Care estate

### 2.1 Background

Across England, 40% of GP practices surveyed by the British Medical Association felt their premises were not adequate to deliver existing services and 70% were too small to deliver extra services.

Against this backdrop, GCCG recognised the need to ensure sufficient local capacity for the future, whilst maximising the use of the county's existing facilities and delivering value for money. With a focus on enhancing patients' experience and improving the environment for staff to provide the best care, GCCG commissioned an estates survey in the Spring of 2015, which highlighted constraints in some buildings: the condition of some buildings was no longer suitable for the long term, others presented challenge due to the functionality, or existing layout.

At this stage there were a number of committed developments and improvements underway in Gloucestershire, but a structured programme to improve the quality and capacity of primary care buildings was subsequently developed. .

### 2.2 Local Engagement

In respect of a proposed primary care premises development, the CCG sees two key stages when practices should be working with their patients and communities:

- Engagement during the completion of a business case where options are being considered
- Following approval, continued engagement through the detailed design and construction period.



The CCG's Patient Engagement Team has supported a number of practices over the last year to engage their Patient Participation Groups (PPGs) and wider practice population. This support has included:

- the facilitation of patient surveys/feedback forms and reporting on feedback received;
- supporting engagement events which provide an opportunity for patients to view and comment on plans and proposals; and
- liaison with local stakeholders and elected representatives.

## 2.3 What we learned

An example of good practice, has been the engagement undertaken by Forest Health Care and Dockham Road practices in Cinderford. Both practices are finding it increasingly difficult to provide high quality services from their existing site and were looking to develop new premises.

Working with the appointed developers, both practices invited their Patient Participation Group (PPG) members to a joint meeting. At the meeting, members took part in a site options appraisal that reviewed a number of potential sites around the town. They reached consensus on a preferred site and their feedback was used to inform the final decision making by the practice partners.

PPG members subsequently supported drop-in events for patients and the wider community and continue to be involved in the project as progresses.

**NEW PREMISES FOR DOCKHAM ROAD SURGERY & FOREST HEALTH CARE**  
**INFORMATION ON THE PROPOSED NEW PREMISES AT VALLEY ROAD, CINDERFORD**  
**FEEDBACK FORM - 4th June 2018**

THANK YOU FOR ATTENDING THE PUBLIC EXHIBITION

It is important for the design team to receive your thoughts and general feedback on the proposals prior to submitting a planning application.

Please take the time to view the proposals and complete this feedback form. This can be passed to a representative at the construction event planned in the Surgery or Forest Health Care.

Please ensure that all completed forms are returned to us by no later than **9am Friday 15 June 2018.**

Your Name: \_\_\_\_\_

Please tick the boxes below that best describe you and your views:

Question 1: Which of the following describes your interest in the proposals:

Close neighbour to new site	<input type="checkbox"/>	Partner	<input type="checkbox"/>	NHS staff	<input type="checkbox"/>
Chickford Resident	<input type="checkbox"/>	Local business / employer or employee	<input type="checkbox"/>	Local representative / official	<input type="checkbox"/>
Forest of Dean Resident	<input type="checkbox"/>				
Other (please specify):	_____				

Question 2: Do you think there is a need for a replacement premises for GPs in Cinderford?

Please explain: Yes  No

\_\_\_\_\_

Question 3: Do you support the use of the Valley Road site to provide a new Medical Centre?

Please explain: Yes  No

\_\_\_\_\_

## 2.4 Next steps

Over the coming months, we will continue to support practices to engage patients in projects that improve and/or redevelop their premises. It is important that the PPE team is involved in the early stages of these projects, and in recognition of this we will be enhancing the PPE toolkit available to practices.