

## NHS Birmingham South Central: PPG Audit – Quick Stats.

**83%**

of BSC member practices have a PPG

**70%**

of PPGs have meet in the last 3 months

**65%**

of PPGs have a membership of under 10 people

**57%**

of PPGs meet at least quarterly

**96%**

of PPGs hold physical meetings

**86%**

of PPG members join on an open basis

**59%**

of PPGs have a Terms of Reference

**39%**

have a nominated member as chair

**68%**

of groups are administered by practice managers

**5%**

of groups are associated with other groups

**95%**

of practices are signed up to the DES

**52%**

of groups would like more support to develop

**52%**

of groups think they are not representative of the practice population

**77%**

of practices are not part of the Friends and Family test

**88%**

would like to know more about Friends and Family test

The PPG audit covers a combines list size of **143,225**; the total listed patients equals 242,622 (59% of population).

### Network coverage:

Central: **55%** (11/20), Edgbaston: **50%** (3/6), Kings Norton: **66%** (4/6), Northfield: **50%** (3/6), Pershore: **66%** (6/9)

What kinds of themes/topics/issues does your PPG discuss?



Access, Accident & Emergency, Changing demographics of the practice, Commissioning, Communication, Community Services, Complaints procedure, CQC, Disease Profiling, Educating patients, Fundraising, How to promote the surgery, NHS reforms, Patient Charter, Patient expectations, Patient Experience, Patient Survey, Primary versus Secondary Care, Repeat prescriptions, Service demand, Setting up a self help group, Staff Training, System Functionality and Processes, Telephone Availability, Waiting Times.

How are people recruited to join the PPG



Back of FP10, Display board in main reception, Doctor/staff invite patients, Messages on 'jayex', Newsletter handed to patients at reception, Promotional flyer in registration packs, Script messages, Sign in the waiting room, Specific targeting of patients who are underrepresented, Spend time in reception, Telephone, They volunteer, Those who complain are asked to join, Using envisage system, Verbal invitations, Website, Well TV, Word of mouth, Write to patients

Any other comments or feedback about the PPG...



Very interesting group of diverse individuals who have some very useful experiences of life and who contribute greatly. Established at the outset as 'their' group and so the onus is on them to drive it. Tremendous effort to facilitate and support the group. PPG set-up almost 5 years ago, we felt it was the right thing to do. Formalising the process has added nothing - in fact it has detracted as patients want to engage with the practice, not a higher authority. We have had very little interest from patients. Really good PPG, informal and deals with big issues. More information regarding CCG's commitment to PPGs. It has taken time for the group members to get to know each other and establish themselves. Have not been able to hold a meeting for a very long due to lack of interest.

What patient engagement challenges has the practice faced?



Student engagement. Recruiting younger patients. Getting groups set up, recruitment, personalities, recognising different people's agendas, having a strong chair. Apathy is the biggest hurdle. Our patients really dislike things like "Terms of Reference" and the need to meet targets for representation. They quickly recognise a "tick box" exercise when they see one. Some members feel that this is a complaints forum. Appointing a patient as chair - no one wants the added commitment. Making sure the patient group was representative of the practice population. Regular GP updates. Patients reluctant to attend.