

PATIENT ENGAGEMENT PROJECT

Londonwide LMCs' Patient Engagement Project started in July 2016. The project's mission is to support London's GP practice teams to work collaboratively with their patients to shape high quality services. We believe this collaboration is essential for the future of the core qualities of general practice.

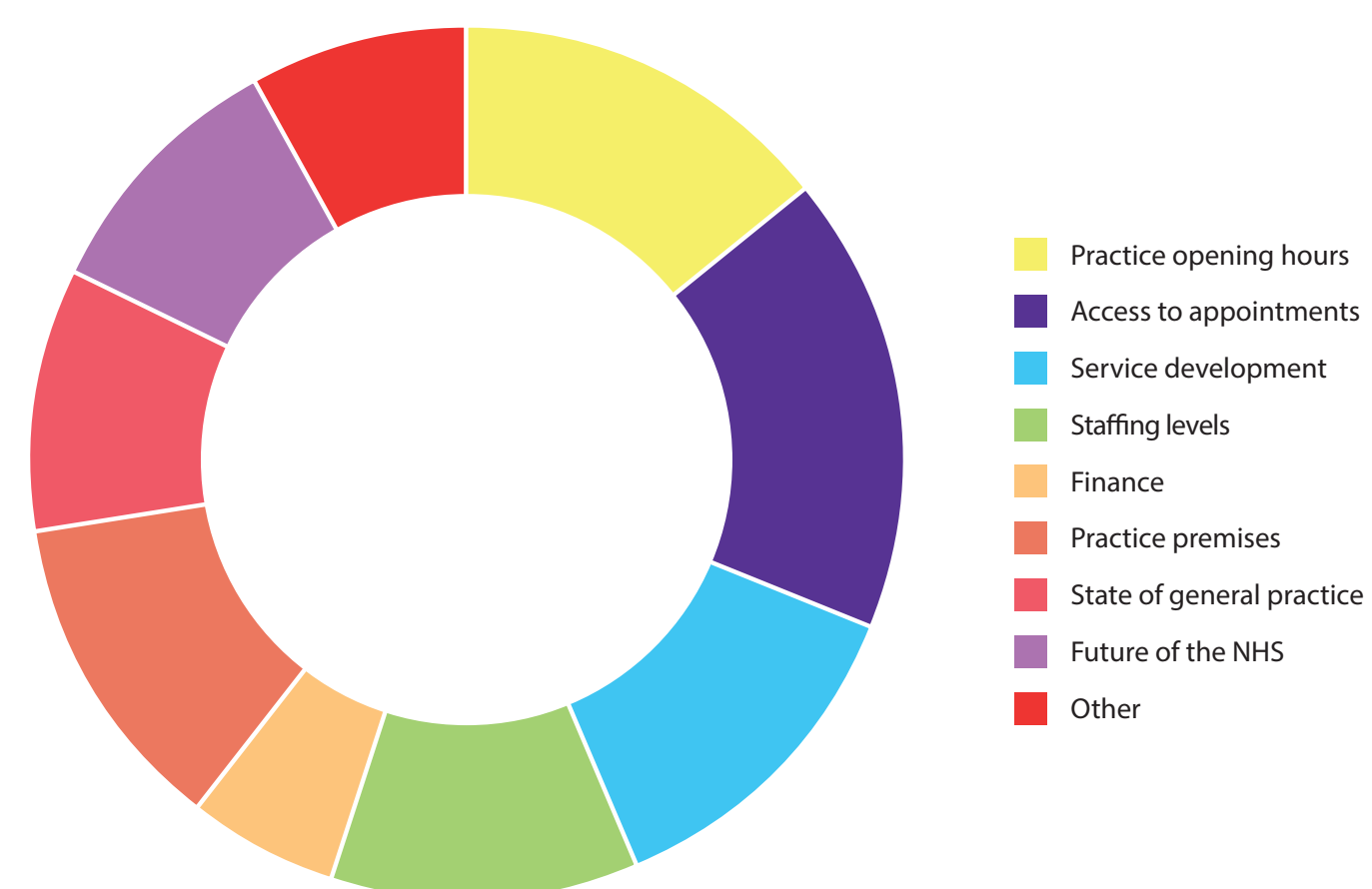
Focussing on developing PPGs, the project started with a patient engagement survey, offering practices the opportunity to help inform the project development and delivery by sharing their experiences of patient participation groups (PPGs). The survey went to PPG practice leads (the member of staff at the

practice responsible for patient engagement, normally the practice manager) and PPG patient leads (the patient responsible for leading on patient engagement, normally the PPG chair).

Survey responses illustrated a broad spectrum of practice and patient experience of PPGs across the capital. The results illustrated that PPGs vary widely in size, in diversity of membership, in whether they meet face to face, virtually, or both and that the majority of respondents reported that their PPG supported their practice and benefited patients.

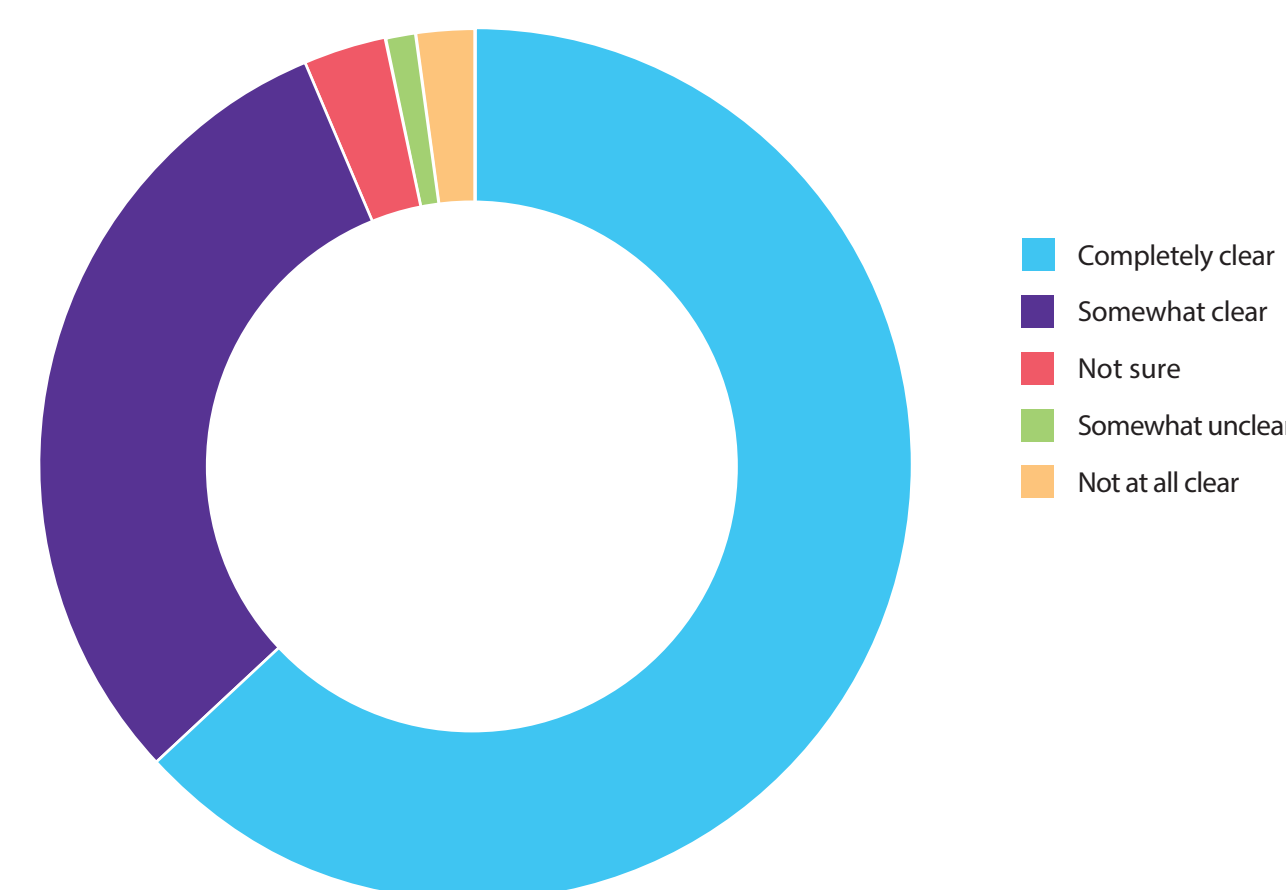
BACKGROUND

The items discussed at PPGs over the past 12 months



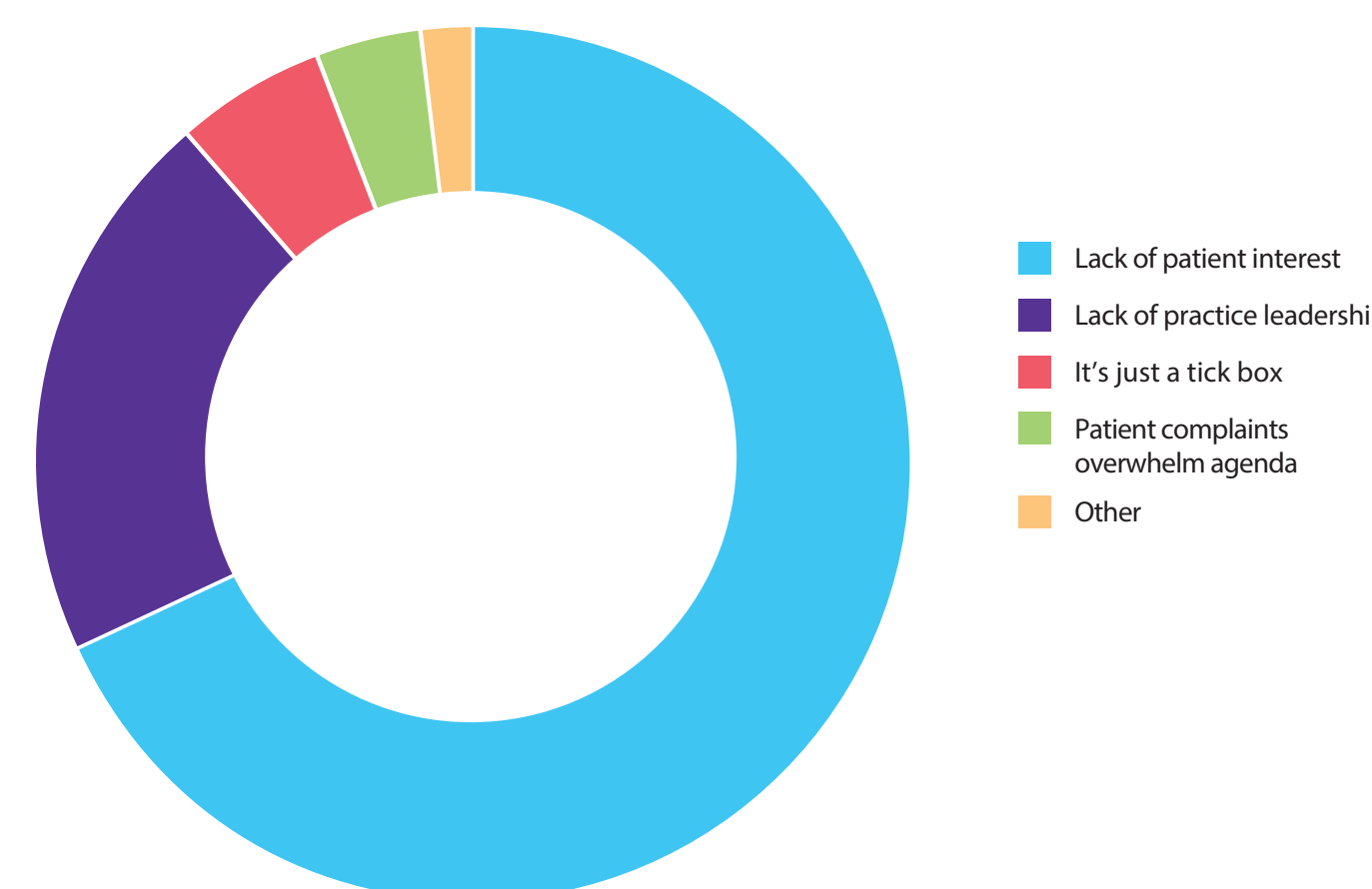
The state of general practice in London and the future of the NHS were reported by the majority of all survey respondents as being on the agenda of their PPG.

Clarity and purpose of the role of the PPG



36% of PPG member respondents reported that they were not entirely sure of role of their PPG.

Main barrier to participation



The reported number of patients involved in PPGs varied widely from practice to practice. The lowest number of patients regularly engaging in a group was reported as two.

45%

reported that their PPG was not representative of the demography and diversity of their local practice patient population.

33%

of PPG member respondents reported that they did not know whether their group influenced planning decisions made by their practice about the services.

“ We started with an appreciation that patients (just like every member of staff) have tons of treasure. By that I mean valuable information about the practice that can help us understand our service: what works, what doesn't work so well and why. ”

A London GP with a successful PPG

60%

of the practice lead respondents said that their PPG positively influenced service delivery.

“Changes to appointments and improvements to the building through funding by fundraising, supporting patients with travel to appointments and medication delivery.”

“Telephone systems, appointment system, patient information on notice boards, service delivery, health promotion and practice delivery.”

“Constructive feedback to our staff.”

“Loads of ways, eg, Patient Champions (Epilepsy and Carers), improving patient access by phone, newsletter, patient experience etc.”

“More awareness of GP remit so able to support initiatives, ie, SystmOne; Carers' Champion; Skype; increased opening hours; changes in some clinics to suit needs, ie, baby clinic moved to am from pm; co-ordinated carers' forum with GPs.”

“We have a long standing and very active PPG who helped with service design when we moved into our new premises and our new 8am-8pm service for patients.”

Examples cited included

69%

reported that the work of their PPG had made a positive difference to services received by patients at their GP practice.

“Able to influence practice process as we become more aware of patients concerns. We can work together to increase our effectiveness. Also patients awareness of the constraints/processes we work within in the delivery of patient care.”

“Support for challenging times.”

“Their support over punitive measures taken by NHS England and the Care Quality Commission (CQC).”

“Acting as a voice for patients and by helping us to get across messages to patients, they produce a four-monthly newsletter which they deliver to approximately 4,000 households.”

“Supporting and encouraging staff.”

Examples cited included

Survey respondents identified their priorities for practical help in fostering and developing their PPGs as opportunities to share best practice and templates for patients.

The majority of practice leads and PPG member respondents reported that they wanted opportunities to share learning and best practice and that they also wanted templates (posters etc) to use with patients. Practice leads also prioritised support for patients and PPG member respondents prioritised opportunities for peer support.

Find out more



Scan the QR code to visit: <https://www.lmc.org.uk/patient-engagement>

Project achievements

The findings and themes of our patient engagement survey give a clear framework for the development and delivery of the Patient Engagement Project.

The project is acting to share and develop learning and best practice to support London general practices in working collaboratively with their patients to shape high quality services and secure the future of their practice. Current and planned project work includes:

- Sharing survey findings and themes at Londonwide LMCs' hosted meetings (eg, Practice Manager Leads Forum) and publications (eg, Londonwide LMCs' newsletter).
- Delivering a series of workshops for practice leads in patient participation and their patient leads on reviewing and clarifying the role and purpose of their PPGs; widening the reach and increasing the diversity of PPG membership; practices and PPGs acting together to influence local and Londonwide policy on general practice.
- Working with third sector patient and carer organisations to identify local, Londonwide and national resources available to support practices and patients in effectively developing their PPGs.
- Producing briefings and templates for practices and patients.

About Londonwide LMCs

Londonwide Local Medical Committees (LMCs) is the professional voice of London general practice. Providing specialist advice and guidance on a wide range of local and pan-London issues, our focus is helping practices to secure their future. In today's challenging health and social care environment it's a crucial role we undertake with passion, pride and professionalism.



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