



**Graham Road Surgery
and
Horizon Health Centre**

Patient Participation Group
Prospectus 2020

Draft Version 9



Our PPG is open to every patient registered at Graham Road Practice and Horizon Health Centre. We welcome all views and perspectives in our drive to develop health, care and lifestyle services, supported by a network of possibilities to achieve sustainable change.

Introduction

Pier Health Group Ltd (PHGL) is a company wholly owned by local GPs in Weston-super-Mare and for operational purposes is affiliated to Pier Health Group, the super partnership embracing all Weston-super-Mare, Worle and local villages' GP practices. This entity is similarly owned by the partners in each GP practice.

PHGL was formed ahead of the inauguration of the large super partnership to rescue Horizon Health Centre and Graham Road Surgery. The company, formed at short notice, has oversight and supervision and is contractually responsible for both practices. The company has made it clear that both practices need to be reshaped and reformed to meet the discrete patient mix prevalent on the coastal strip of Weston-super-Mare. The two practices are already run as one contract, with exciting new developments including new services such as our easy access physiotherapy, enhanced digital services such as Push Doctor and our new patient interface and booking system, AskMyGP, are already in place and indeed are receiving up to 94% satisfaction ratings. With such close working, it makes sense for us to have one combined PPG so that the skills and talents of our PPG volunteers can come together to support the development of primary care services for our population.

This is just the beginning. We have plans for a new surgery, enhanced mental health services including Life Coaches and employment opportunities. There are also advanced plans for reshaping substance misuse services and enhancing our offering to care homes. Our new integrated care home service led by one of the few GPs in the country who have achieved Frailty Fellow status is just the beginning.

It is now time for our newly launched combined Graham Road Surgery and Horizon Health Centre Patient Participation Group (PPG) to be given support and resource to lead patient engagement in service development and participate in audit of service delivery. This prospectus outlines how our PPG is structured and how it will integrate with our practice aspirations and opportunities and be a fundamental part of reaching out to and including our diverse communities in our plans.

Graham Road Surgery and Horizon Health Centre PPG is open to any patient registered at either surgery. We hope the following information will provide you with an overview of how to join the PPG and the various activities its keen to lead and genuinely create a partnership between patients and our professional teams delivering care.

We look forward to working with you!

Richard Nightingale

Graham Road Surgery and Horizon Health Centre

Patient Participation Group

Interim Steering Group Lead

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1. Service Development

Our PPG is integrally involved with the practices in developing services for the patients of Graham Road Surgery and Horizon Health Centre in partnership. The practices have a significant programme of activity that will transform the lives of our communities over the next few years.

Our PPG intends to support the practices to integrate health, care and lifestyle services together with partner organisations including statutory health providers such as Sirona and a multitude of local third sector voluntary organisations and the local authority.

The practices have achieved funding for new roles such as Mental Health practitioners, life coaches and social prescribers. These will enable us all, by working together in partnership, to offer very different solutions locally and will enable our PPG to take a lead in service development with the knowledge that investment in roles, training and organisation development will be available to support these initiatives.

Our first programme of PPG led activity includes a focus on:

- Anxiety and depression;
- Substance misuse;
- Rough sleeping and the homeless;
- Minority ethnic groups;
- Volunteering and employment;
- Frailty and Care Homes;
- Domestic abuse;
- Caring for young children;
- Nutrition, diet and exercise;
- Men's health;
- Supporting offenders;
- New premises.

The above service development areas will need support from patient leaders and volunteers. Our PPG steering group will provide resource and support in conjunction with health and care professionals, and for each area, a co-production team headed up by a PPG patient leader will be established to take the activity forward.

Interventions suggested and developed by teams elsewhere in the country have included lively and practical exhibitions including inviting well known chefs to participate with the community on diet and nutrition, through to introducing business entrepreneurs who have started successful businesses with many of the same local conditions in place. We are confident that these and many other ideas will add to the rich mix of possibilities that take our services forward. Indeed, we intend to network with other PPGs and services all around our country to learn and profit from their experiences.

2. Leading Service Developments

With our service developments in mind, we will need enthusiastic people to lead them.

PPG Patient Leaders

To support our PPG volunteers who wish to be patient leaders within service-development coproduction teams they will be invited to participate in a free facilitator-training programme that will enable them to develop knowledge and skills in the following; for example:

- Patient leadership;
- Co-production;
- Asset Based Community Development (ABCD);
- Project planning and delivery;
- Building constructive relationships with others;
- Running effective meetings;
- 'How to' roles for becoming e.g. community researchers, community connectors and community builders; and for accessing support and resources from a range of sources

Patient leaders will be guided and supported by our PPG steering group, which will also provide resources and budgets for meetings. The PPG steering group will also link patient leaders to any necessary professional support to develop their proposals; ideas for service improvements and cases for change.

Patient leaders will be encouraged and supported to draw on local and 'lived experience' expertise by bringing in people to form thematic service-development co-production groups. For example, if focusing on a theme of 'anxiety and depression, by inviting a member of a local mental health charity to be involved in the service-development co-production group. This will help to make sure that any ideas benefit from a diverse and inclusive range of perspectives.

Patient leaders will also be a vital conduit for patient feedback and liaison with the practices. Regular patient leader gatherings should enhance the experience of really innovating and changing health, care and lifestyle for the better.

PPG Patient Volunteers

Patient volunteers who don't wish to be leaders but want to undertake other patient focused activities will be supported to engage with our practice population and wider local communities with the aim of bringing forward voices providing feedback, and so maximising choice around what matters most to people in receiving their primary health and care services. They will be able to feedback to the practice, PPG patient leaders and/or the PPG Steering Group whichever, is the most relevant for the activity they are undertaking or the issue/s they are raising.

3. Supporting our Service Development Teams

Our PPG Steering Group

Our PPG has an advisory steering group, which helps to set the direction for PPG patient leader and volunteer activity both within and outside of the themed service-development activity streams. The membership of the PPG Steering Group is reviewed annually and will be subject to an annual election process.

The PPG steering group is a group of up to nine volunteers comprising PPG patient members from Graham Road and Horizon Health, and expert advisors invited to attend the group drawn from local voluntary, community and social enterprise (VCSE) sector organisations and/or other relevant health and care bodies according to the activities that they can add value to. They will be invited by the members of the PPG Steering group, once elected. Expert advisors do not have voting rights on the steering group. They are there to bring in diverse and inclusive perspectives from the community to support the group in their discussions and because they have extensive networks into our communities and can fast track progress. The balance of the steering group will always include a majority of five PPG patient members. The PPG steering group may also invite attendance from the practice's management and clinical teams. Practice management and clinical attendees do not have voting rights.

There are five places for PPG patient members who wish to be on the PPG steering group. Applicants should come from both Graham Road and Horizon Health. Two places for Graham Road PPG members and two places for Horizon Health PPG members. The remaining place is for the PPG member, from either practice, who wishes to be the patient leader for the steering group. This place is open to both Graham Road and Horizon Health PPG members to apply.

Applications need to be made to the current interim¹ steering group. Submissions will be entered into an open election process publicised on the practice websites. Posters displaying the PPG election process will be into practice waiting rooms and newsletters (Patients without access to digital communication can ask for a paper copy of submissions and voting forms from receptionists).

Applicants for the PPG steering group will need to submit an expression of interest that comprises a short statement concerning which practice they are from; and what they would like to contribute to the steering group. They also need to outline their relevant knowledge, skills and experience. For example, experience could be lived experience of a particular condition or experience of being a carer for a patient with a long-term condition.

¹ An Interim PPG Steering Group is currently operational to support set-up of the new PPG. PPG members serving on the group will be subject to the open election process once Terms of Reference and Constitution set out in this prospectus has been agreed by the wider PPG membership.

In this set up phase, the PPG members currently on the interim steering group can also apply to join the PPG steering group, with expressions of interest similarly being submitted into the open election process. Applications will then be subject to voting in by simple majority by the wider PPG membership; (which potentially could include all patients registered with Graham Road and Horizon Health who wish to join).

All expressions of interest should indicate if they would be willing to be a patient leader for the PPG steering group.

The election process:

- Applicants for PPG steering group membership submit an expression of interest
- All expressions of interest will be circulated to PPG members along with the date of the election and details on how they can vote (on line, in writing, in person, e.g. at a special meeting)
- The notice period between receipt of expressions of interest and voting will be no less than 2 weeks
- Voting on steering group members held (2 people with the highest votes for Graham Road Surgery and 2 for Horizon Health appointed for one year)
- Voting on steering group patient leader (person with highest number of votes appointed for 1 year)

The application for patient leader for the steering group will run concurrently.

Once in place, Pier Health Group Ltd., will resource the PPG steering group with a budget and any necessary support to fund training, development of patient leaders, provision of meetings, use of electronic and digital media, and importantly have direct access to health and care professionals to draw on practical support for analytics, marketing and business case generation. All of these resources will be made available to each service-development co-production team via the PPG steering group.

The PPG steering group will also support with patient leaders of the service-development coproduction teams, in particular, not only to generate their service-development project plans but to ensure effective implementation.

The PPG steering group will recruit and appoint patient leaders for key functions such as service development and patient satisfaction audit from the wider PPG membership. Patient leaders will be agreed by the mutual consent of the PPG steering group. They will hold the leadership role for a twelve-month period, which will then be reviewed. Rotation into an alternative leadership role maybe wished for at the end of the twelve-month period, which again will be agreed by mutual consent of the PPG steering group. No patient leader will lead in the same role for more than two terms including for the PPG steering group.

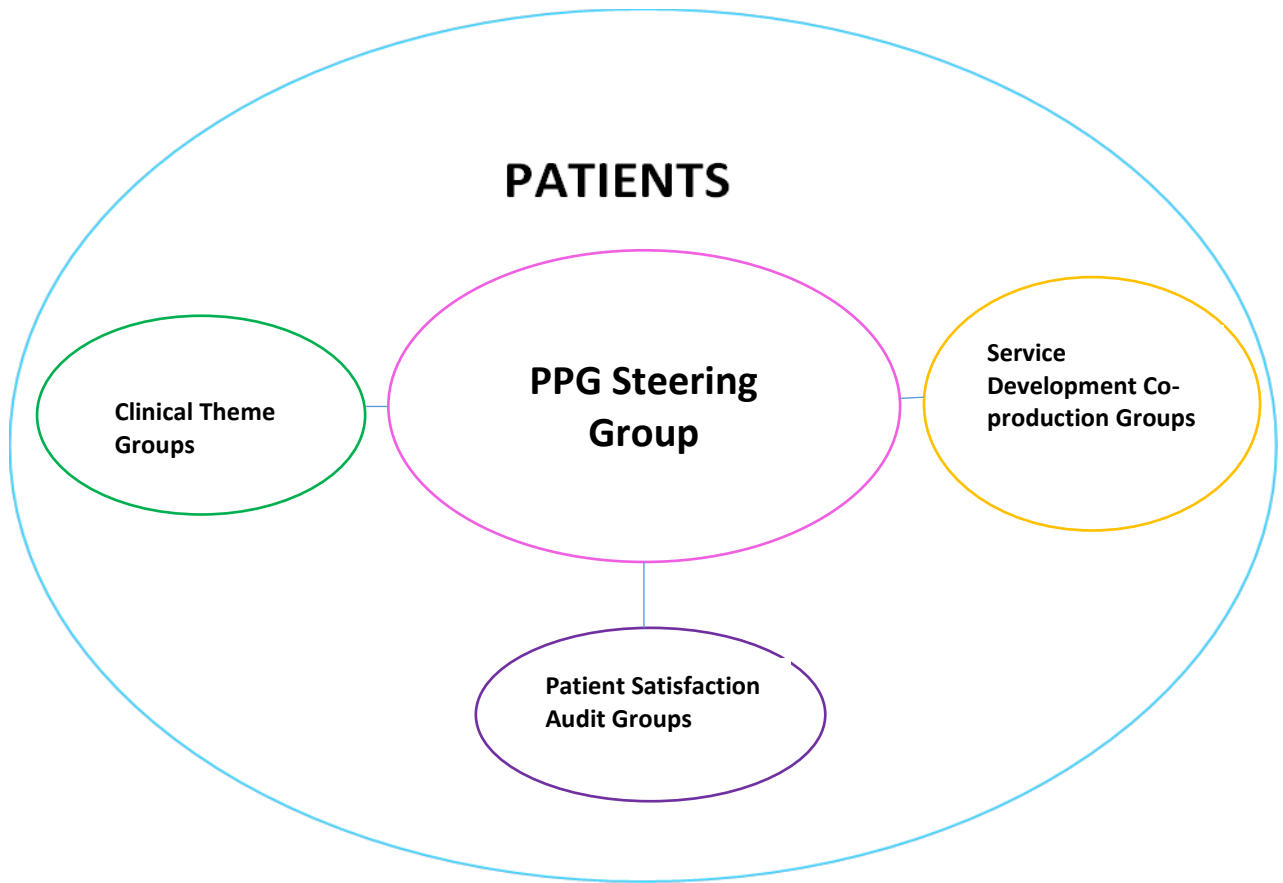
The PPG steering group will also respond to requests to field relevant patient leaders and/or volunteers to represent our PPG at other key local meetings and will ensure that no one person or agenda dominates proceedings.

Our PPG does not have a standard hierarchical structure. However, our PPG steering group patient leader, who will be elected into the group by the PPG membership, acts as chair and the PPG steering group will also designate the role of secretary from PPG members wishing to serve on the PPG Steering Group.

The role of the PPG steering group secretary is to support the activities of the PPG steering group by ensuring action notes are recorded and business processes are in place for the successful running of the organisation and its activities.

A monthly update PPG Steering Group meeting will be held to track progress and action minutes will be posted on the PPG website and on each practice notice board.

Structure of our PPG:



4. Clinical Themes

During our set up phase our PPG has been particularly successful at promoting group support.

This support has largely been based around our PPG membership identifying particular group consultation opportunities. Consultations have been in a simple format commencing with a brief oversight of a clinical theme by a Nurse or GP or other clinical professional based at our practices, and then asking for patient experience, techniques and ideas that have assisted others with similar conditions.

Delivered in a confidential and safe environment patients have started to form new support groups. Our PPG will assist in supporting these groups by scheduling regular inventions.

Forthcoming topics include:

- COPD;
- Diabetes;
- Anxiety and Mental Health;
- Mother and baby;
- Arthritis;
- Diet and nutrition.

Patient experience feedback from clinically themed groups will also support the activity of the service development coproduction teams.

5. Patient Satisfaction Audit

PPG members will take a leading role in helping the practices to understand patient, carer and service user experiences.

Graham Road Surgery and Horizon Health Centre already complete monthly patient satisfaction audits. It is the practices' intention to continue to improve such audits by developing a patient satisfaction index, which will continue to routinely sample new technologies and services such as Push Doctor and Physiotherapy.

The practices also wish to include patient designed questions that focus on what matter most to patients, as part of the service development co-production team activity and for activity happening with the clinically themed groups.

E-surveys will continue to be conducted, these will however be augmented by general surveys on the PPG website and a qualitative survey of targeted groups concentrating on service development activity at an early stage to achieve baseline comments for improvements.

Patient satisfaction and audit of primary care services is a crucial part of everything that we do. The results of all patient satisfaction audits, Care Quality Commission reports and Healthwatch Enter and View reports and will be shared with PPG members with view to evaluating our services with view to taking forward any service improvements needed.

6. PPG Terms of Reference

The Graham Road and Horizon Health Centre Patient Participation Group (PPG) is open to anyone registered at either of our practices. The overarching aim of our PPG is to develop a positive and collaborative relationship between patients, the practices and the neighborhood and diverse communities the practices service. Our PPG adheres to the following key principles:

1. The PPG will not be a forum for individual complaints or personal issues;
2. The PPG will not allow discrimination on any grounds and it will not be tolerated in any of its interactions and meetings;
3. Members will respect patient confidentiality at all times;
4. The PPG will not be aligned or show favour to any political party;
5. Wherever practical, members will be offered opportunities to engage in service development;
6. Members wishing to lead activities will receive training coaching and mentoring where appropriate to ensure service opportunities are realised and patient feedback guides design;
7. All patient views are valid and have a place in shaping and forming our services and responses to those services;
8. The PPG will demonstrate a commitment to delivering results for patients;
9. The PPG shall be independent, well briefed, well supported and resourced;
10. The PPG Steering group will ensure appropriate behaviours are maintained and consistently delivered;
11. The PPG steering group will be responsible for engaging with the membership concerning any PPG member who wishes to join the PPG in any patient leader role and similarly be responsible for engaging with the membership for removing those who do not comply with our terms of reference.

Communications

1. Our PPG does not speak on behalf of Graham Road Surgery or Horizon Health Centre;
2. Our PPG will not interact with the media without express permission of the senior management team of Graham Road Surgery and Horizon Health Centre;
3. If a PPG member has an issue that they think should be reported to the press, they are requested to escalate this to the PPG steering group in the first instance to see if it can be resolved.
4. The PPG member may of course act in their capacity as a member of public if they do wish to take an issue to the press and in this instance they are not representing our PPG or the practice;
5. All PPG activities including minutes detailing actions will be posted on the Graham Road Surgery and Horizon Health Centre website

Amendments

These Terms of Reference will be reviewed at least annually to ensure that they are fit for purpose. They may be modified at a special meeting convened by the PPG steering group and then by simple majority voting with the wider PPG membership.

Dissolution

Practices are contractually obliged to have a PPG. If however, our Practices are closed or if there is a merger of further practices, our PPG will be required to dissolve. In the event of a merger there may be an opportunity to transfer and/or the opportunity to join any new PPG.

In such an event, any resources belonging to the current PPG will be used to benefit patients.

The Practice management team will do its best to notify all patients of the Practice of the intent to dissolve the PPG and to provide reasonable notice and a clear reason for the decision.

Membership

Our PPG is open to any patient registered with Graham Road Surgery or Horizon Health Centre

- There is no maximum number of patients joining the PPG;
- Joining our PPG can involve being a member of the steering group, leading or participation in a service development coproduction group, participating in patient feedback initiatives, attending a clinical theme or group consultation event;
- Our PPG will maximise digital interaction and deliver small and larger group meetings where patient safety permits;
- Members can join or step down at any time;
- Our PPG may appoint expert advisors where appropriate for a fixed period of time;
- Membership of our PPG is a voluntary, unpaid position and does not confer any privileges beyond those already available to all Practice patients;
- PPG Steering group members who do not contribute when required within a six - month period may be considered resigned, and so could be replaced;
- The PPG will list lead members' names in newsletters, on practice websites and noticeboard;
- PPG Steering group members will be elected by the wider PPG membership to coordinate and take PPG activity forward in the 3 areas; Clinical Themes, Patient Satisfaction Audits and Service-Development Co-production;
- The PPG Steering group will also be augmented by expert advisors from the local community who do not have voting rights and on the basis that they will have no affiliation with any local groupings or political parties; and/or attendance by clinical or managerial staff general applicants from patients
- The PPG Steering group will vote by simple majority to the patient leader roles.

Pier Health Group Commitment

1. Our Practice management team and clinicians will be available to support all key meetings when requested;
2. Our Practice management team will also commit to taking forward service opportunities and recommendations from our PPG, supplying responses of action taken as a result and provide feedback of action taken;
3. The Practice management team will keep the PPG informed of service developments, and these will be brought for discussion at PPG meetings to enable PPG members to progress service opportunities;
4. Pier Health Group will undertake to provide resources for the PPG to lead service development opportunities and engage with members.

7. How to join

1. Leading a team

If you would like to be trained as a service development patient leader and lead the design development and initiation of services, we would like to hear from you. No formal qualifications are required although we have to meet patient leader standards as these are agreed, the training is not onerous, and we welcome anyone from any of our diverse communities who is a patient of Graham Road Surgery and Horizon Health Centre. In the first instance please email: Phgl.ppg@nhs.net or call our dedicated enquiry line 01934 628111 (option 4).

2. Steering Group Activity as an expert advisor

If you lead a local voluntary organisation or leading a recognised voluntary organisation with networks into our local community. In the first instance please email: Phgl.ppg@nhs.net or call our dedicated enquiry line 01934 628111 (option 4).

3. Contributing to teams

Any patient of Graham Road surgery and Horizon Health Centre can participate in any team activity. They may participate for the whole duration of any programme or dip in and dip out as their commitment allows. A full list of teams is available on our website together with progress reports. Team information will also be available at each of our practices.

4. Patient satisfaction audit

All patients are welcome to participate in any audits at any time. Results will be displayed on our PPG website and at each practice. If you have particular questions you would like to ask contact us on Phgl.ppg@nhs.net or call our dedicated enquiry line 01934 628111 (option 4).