



Feedback from Table Discussions

South Nottinghamshire PPG

Networking & Celebration Event

13 October 2016, Trent Vineyard



Question 1: What is working well in your PPG?

Area	Feedback
Patient Surveys	Sitting in surgery to do patient surveys – patients become familiar with staff. All practices working well together.
Good Communication	Good communication with doctors and practice managers – makes PPG feel well supported and valued. PPGs are becoming more recognised. Regular meetings with doctor and practice manager in attendance, usually bi-monthly. Newsletters and websites.
Fundraising Events	Leading to improved reception areas/addition of children's areas.
CQC Inspections	PPG play vital role in CQC inspections.
New Members	New members joining has energised the group and increased motivation.
Flu Clinics	PPGs are a big support at flu clinics.
Health Events	Really listening to patients and organising health events with interactive sessions. 'You said, we did'.

Question 2: What do you need help with?

Area	Feedback
Wider representation	Recruiting younger people/mums – getting into schools is an option. Need help with targeting difficult groups – using social media such as Facebook, virtual groups – to include setting up of these groups. Have problems contacting patients via email as not allowed personal information so have to rely on the practice manager sending out information. Engaging with patients who are not computer literate. Suggestions as to how best to advertise, recruit new members.
Recruiting & bidding skills	For lottery or postcode lottery funds.
Admin Support	Need help with organising events, fundraising, preparation of newsletters, etc.

Jargon Buster	More understanding on 'NHS speak' is needed.
Handbook	More guidance as to what is required from a PPG and the best way to achieve this – a handbook maybe.
Communication & understanding	Some PPGs require more understanding from the GPs as to what the present and future objectives of the surgery are. Although on the whole very good communication with GPs and practice managers but some PPGs require more communication and understanding.

Question 3: How do we make sure PPGs are representative of our patient population?

Feedback
Cascading information to wider audience - through Facebook, virtual groups, email distribution list.
Talk to patients in the surgery to find out if they would be interested in joining.
Ethnicity monitoring questionnaire for PPGs.
Where surgeries 'overlap', PPGs to work together.
Accommodating people's different skills and commitments.
Try going into schools.
Attend social clubs and groups.
Try and recruit a broad spectrum of ages onto the PPG committee.
Being able to explain what a PPG is and 'sell' it to potential new members.
Consider holding meetings at different times of the day to attract more participants.
Using the facilities of the CCG and practice websites.
Notes on prescriptions.
PPG members need to be able to access patients more easily instead of through the Practice Manager.
Family fun day.
Promote PPG at events throughout the year.