**Manor Park - Patient Participation Group:** Action Plan 2016-17

| **Date** | **What is the issue you have identified?** | **Where is the evidence?** | **What will you do about it?** | **How will you know it has been successful?** | **How will it improve the experience of the wider community?** | **Who is responsible?** | **Completion date** | **You said, we did** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Nov 2016 | Communication with the PPG | Feedback from the PPG | The practice will provide an update on all significant and relevant changes at the end of every PPG meeting.The practice will look at ways to give PPG members direct access to the practice manager. The group should be aware that the practice manager works three days a week and as such they will aim to respond to requests within 48 hours.The CCG will provide an open door policy to all PPG members from practices across West Leeds | Improved satisfaction from PPG membersEasy PPG members to contact the practice manager | Allows PPG to consider impact of changes on the wider community  | Practice manager | Jan 2017 | **You said** The practice does not always share changes with the PPG**We did** add ‘practice news’ to agenda for every meeting. Will organise a contact email for PPG members and will respond to queries within 48 hours. |
| Nov 2016 | Communication from the CCG | Feedback from the PPG | * The CCG commits to attending the PPG at least once a year.
* The CCG advises all PPG members to join their community network. This way, PPG members will receive regular updates and a free quarterly magazine directly from the CCG.
 | * CCG rep will attend a meeting every year
* PPG members will all be signed up to the CCG community network
 | Increases PPG members awareness of wider issues impacting on patients | * Chris Bridle
* PPG members
 | Jan 2017 | **You said** The CCG needs to find ways to feedback to the PPG**We** invited you to join our community network and stay up-to-date with activities at the CCG |
| Nov 2016 | Lack of clarity about how PPG members can influence citywide services changes | Feedback from the PPG | The CCG advises all PPG members to join their community network. This way, PPG members will receive regular emails from the CCG about engagement and involvement activities. | PPG members will all be signed up to the CCG community network | Increases PPG members awareness of wider issues impacting on patients | * PPG members
 | Jan 2017 | **You said** The CCG needs to make it clear how PPG members can influence citywide services changes**We** invited you to join our community network and receive information about how you can influence citywide service changes |
| Nov 2016 | Lack of resources to support PPGs | Feedback from the PPG | There are a number of resources available to PPGs in Leeds. These can be accessed from the NHS Leeds West CCG website here: <http://www.leedswestccg.nhs.uk/get-involved/how/patient-participation-group/> If PPG members would like to receive the information by post or have a suggestion about other resources that would be useful to their PPG they should contact Chris Bridle on 0113  | * PPG members will all be signed up to the CCG community network
* PPG members are aware of the tools available
* PPG members have attended the training available
 | * Improves the effectiveness of the group
* Supports the PPG members to champion the voice of the wider community
 | PPG members | Jan 2017 | **You said** There should be resources available to support PPG members**We** explained that there are lots of resources available to support our PPGs. We invited you to attend out PPG training and directed you to tools and resources |
| Nov 2016 | Lack of clarity around the role of PPG members | Feedback from the PPG | The CCG will develop a draft role description for PPG members and will share this with the group for comment. The CCG will refer to the dignity champion role description for guidance | * The PPG will have a role description and this will be available on the website
 | * Improves the effectiveness of the group
* Supports the PPG members to champion the voice of the wider community
 | Chris Bridle | Jan 2017 | **You said** There should be a clear role description for PPG members**We** |
| Nov 2016 | The group ground rules are not available in an easy read version | Feedback from the PPG | The CCG will look at developing an easy read set of ground rules that can be shared with all the PPGs in the city | * There will be an easy read version of the ground rules for PPGs
* The easy read version will be available to all PPGs in the city
 | Supports people to get involved in the PPG if they have learning disabilities or English is not their first language | Chris Bridle | Feb 2017 | **You said** The ground rules for the group should be available in an easy read version**We** |
| Nov 2016 | There is a lack of communication from the practice with the PPG and the wider community | Feedback from the PPG | Push recruitment to get a larger demographic of our patient population.Ensure information is fed back to the group in a timely manner and involve the group when decisions that will affect the patients are happening.  | * More members will have been recruited.
* Minutes and other information will be made available to everyone
 | Improves communication with the group and the wider community.  | The Practice  | Jan 2017 | **You said** The practice needs to improve communication with the PPG and the wider practice population**We** ensured that the next PPG meeting was made available to patients and as a result recruited 7 new members.  |
| Nov 2016 | Lack of evidence that the practice acts on feedback from the PAG/wider community | Feedback from the PPG | In the minutes of the meeting or the action plan the practice will record evidence of ‘you said, we did’.  | Outcomes will be clearly demonstrated in the action plan | Increase the confidence of the wider community and PPG that their views are being acted on | Practice | Jan 2017 | **You said** There should be clear evidence of ‘you said, we did’ to demonstrate how the practice is acting on patient feedback**We** have included a ‘you said, we did’ section in our action plan |
| Nov 2016 | The ground rules should feature ‘mutual respect’ | Feedback from the PPG | This is covered in the ground rules under ‘respect’ | Already covered | n/a | N/a | n/a | **You said** The ground rules should feature ‘mutual respect’**We** have already included ‘respect’ in the ground rules |
| Nov 2016 | Need for the involvement of clinical staff at the PPG meetings | Feedback from the PPG | The practice acknowledge the importance of having clinical staff at PPG meeting, however it asks the PPG to understand that this takes staff away from clinical responsibilities. The practice will work hard to have a member of the clinical staff at each meeting. They will also try to vary this so that different people attend the meeting. | Clinical staff will regularly attend PPG meetings | Will create a more productive and meaningful PPG | Practice | Jan 2017 | **You said** There should be a member of clinical staff at each PPG meeting. This should not be the same person each meeting or people with the same role**We** will encourage clinical staff to attend the PPG regularly |
| Nov 2016 | There is no budget for the PPG | Feedback from the PPG | There is no budget available for the PPG at this time. There may be money available for small projects but this will be looked at on an individual basis. | No immediate plans to allocate a budget to the PPG | N/A | N/A | N/A | **You said** The PPG should have a budget**We** are not able to action this currently |
| Nov 2016 | The skills and experience for PPG members are not being used effectively | Feedback from the PPG | The practice will ask all PPG members to share their skills. It will look at ways to use these skills to improve the practice in the future. | The practice will have a list of the skills PPG members are willing to share with the group | Will create a more productive and meaningful PPG | * Practice
* PPG members
 | Jan 2017 | **You said** The practice should map the skills of the PPG members and use these to develop the practice**We** sent out an email asking PPG members to share their skills and experience with us if theywould like to. |
| Nov 2016 | It is not clear what the PPG can and cannot influence | Feedback from the PPG | The practice will be transparent about what decisions the PPG can influence and to what extent. | The practice will outline ‘you said, we did in the action plan and will explain why if they cannot act on a request | Will create a more productive and meaningful PPG | Practice | Jan 2017 | **You said** The practice should be clear what the PPG can influence and to what extent. It should be made clear if the practice will not or cannot act of PPG feedback**We** outline ‘you said, we did’ in the action plan and explain why if we cannot act on feedback |
| Nov 2016 | PPG members often don’t understand the challenges faced by the practice  | Feedback from the PPG | The CCG provides comprehensive training for PPG members. This training includes opportunities to explore the challenges faced by the NHS and practices. PPG members can find out more about the training by joining the CCG community network. | * PPG members will be signed up to the CCG community network
* PPG members will have attended the ‘introducing the NHS’ training
 | Will create a more productive and meaningful PPG | PPG members | March 2017 | **You said** There should be opportunities for PPG members to understand the pressures and constraints within the NHS and practices**We** have invited all PPG members to attend the free ‘Introducing the NHS training’ |
| Nov 2016 | There is no pre meet for PPG members | Feedback from the PPG | The practice acknowledges that a pre-meeting might be a useful way for the PPG members to influence the agenda of the meeting. Given the recent instability in the group the practice will not be offering pre-meets at this time. The practice is happy to relook at this in six months time.The CCG provides regular peer support to patients and this provides an opportunity to for PPG members to share good practice and support each other. To find out more about the peer support group please join the CCG community network | * The practice will review this in six months time
 | Will create a more productive and meaningful PPG | Practice | June 2017 | **You said** The PPG should be able to have a ‘pre-meet’ to explore items for the agenda.**We**  |
| Nov 2016 | The involvement of staff and patients in meetings is important | Feedback from the PPG | The practice is keen for the group to be seen as a partnership. | * Staff and patients will be present at every meeting
 | Will create a more productive and meaningful PPG | * Practice
* PPG members
 | Jan 2017 | **You said** The main meeting should be attended by both practice staff and patients. The PPG is a partnership and both parties should be present if the group is to be meaningful and effective**We** commit to having staff at every meeting |
| Nov 2016 | TV screen are not being used to promote the PAG or engagement opportunities | Feedback from the PPG | The CCG is currently looking at how it can support practices to better use their TV screens. The CCG will provide an update on this work on request. | * The TV screen in the practice will include information about the PPG
* The TV screen will promote opportunities for patients to feedback
 | * It will increase the opportunities for patients to get involve and share their feedback
* It will increase diversity in the PPG
 | CCG | April 2017 | **You said** The practice should look at how it can better use the TV screens at the practice to provide information and promote the PPG/engagement activities**We**  |
| Nov 2016 | The website is not very accessible | Feedback from the PPG | The CCG is currently supporting practices to improve their websites. The CCG will provide an update on this work on request. | * All GP practice websites will have a similar format
* The practice website will be easy to navigate
* The PPG page on the website will be up-to-date
 | * Easier for patients to make an appointment and organise repeat prescriptions
* Easier for patient to find out what is happening at the practice and PPG
 | * CCG
* Practice
 | April 2017 | **You said** The website should be developed to make it more accessible, current and useful**We have:**  updated the practice website, PPG meeting minutes are now available via the website. We also sent out a link to members asking to participate in a link survey regarding a newly designed website format  |
| Jan 2016 | The practice noticeboard is out-of-date | Feedback from the PPG | The practice acknowledges that this is an important way to communicate with patients. It would welcome support from the PPG member in order to keep the notice board up-to-date. | * Information on the notice board is relevant and current
 | * Easier for patient to find out what is happening at the practice and PPG
* Access to important health messages
 | * Practice
* PPG members
 | Feb 2017 | **You said** The notice board needs to be kept up-to-date and tidy**We**  have gone around the surgery and removed all out of date posters. Would also find it helpful, if a PPG member would like to volunteer to help with our notice boards.  |
| Nov 2016 | The terms of reference does not outline the role of the group | Feedback from the PPG | The PPG members have been asked to share their feedback on the TOR in the next two weeks. The practice will review and amend the TOR accordingly. | * The group and practice are satisfied that the terms of reference clearly outlines the role of the PPG.
 | Will create a more productive and meaningful PPG | PracticePPG members | Jan 2017 | **You said** The terms of reference is not clear and need to be reworked**We have** emailed the draft and asked members to review and make suggestions. |
| Nov 2016 | Daytime meetings are often not accessible to people who work during the day | Feedback from the PPG | The practice is eager to make the group accessible to people from all communities. The practice has decided to run half of the meeting during the day to make them accessible to people who have children or work evenings/night.The practice will offer PPG member alternative ways to get involve in meeting if they cannot attend. This may include Skype or email. | * A diverse group of people will have to opportunities to feed into the PPG
 | A more diverse group will have the opportunity to have their voices heard and acted on. | Practice | Jan 2017 | **You said** The meetings should be held in the eveningAt the meeting on 26th Jan we agreed that meetings would alternate between afternoon and evening. |
| Nov 2016 | Quarterly meetings is not frequent enough | Feedback from the PPG | The practice agrees to increase the number of meetings so that they are held every 2 months for one hour.The PPG will be encouraged to form subgroups where necessary to take forward the tasks outlined in the action plan. | Meetings will take place every two months | More frequent opportunities for the wider community to feedback | Practice | Dec 2016 | **You said** The meeting should take place more frequently that quarterly**We** will organise meetings every two months for one hour. We will organise subgroup for specific projects if appropriate |
| Nov 2016 | A patient chair for the PPG could make it more meaningful | Feedback from the PPG | The practice is eager for the PPG to be led by patients and will work towards this aim. In the meantime the PPG will be chaired by a representative of the CCG. | A patient will chair the PPG | Could create a more productive and meaningful PPG | Practice | Review in June 2017 | **You said** The meeting should be chaired by patients**We** will review this approach in the summer 2017 |
| Nov 2016 | PPG members are not prepared for meetings | Feedback from the PPG | PPG members will be send all relevant papers at least 7 days before a PPG meeting to give them time to digest information and consider their response. | PPG members will receive papers at least 7 days before the meeting | Could create a more productive and meaningful PPG | Practice | Jan 2017 | **You said** PPG members should receive all papers in advance of the meeting**We** will send out meeting papers at least seven days before the meeting |
| Nov 2016 | Meeting a not meaningful if there are less than five PPG members present  | Feedback from the PPG | The practice suggests that at least 5 patients should be present for a meeting to be quorate. | The terms of reference will outline quoracy | Could create a more productive and meaningful PPG | Practice | Jan 2017 | **You said** There should be a minimum number of patients required to attend a meeting (quoracy)**We** have updated the Terms of reference to include Quoracy.  |
| Nov 2016 | PPG members are not told the dates/times of meetings far enough in advance | Feedback from the PPG | The practice will organise meetings throughout 2017 and share these with PPG members in December 2016. | Meeting are organise a year in advance | Could create a more productive and meaningful PPG | Practice | Jan 2017 | **You said** The practice should provide meeting dates up to a year in advance to allow PPG members to organise their diaries**We** have created a list for the year of the dates the meetings will be held and will circulate with the meeting minutes.  |
|  |  |  |  |  |  |  |  |  |