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Health and Care Partnership

# Patient Participation Group (PPG) Survey

## Summary report

July 2022

## Patient Participation Group (PPG) Survey

Patient Participation Groups (PPGs) are an important part of GP practice. By working alongside the practice, they help make improvements to the experience of patients who use the practice.

PPG's across the Wakefield District are doing some great work to support their practices, even during the COVID-19 pandemic. Equally, we know there are groups who have found it difficult and may have encountered challenges supporting their practices.

The engagement took place from 25 April 2022 and we used a survey to gather the views from PPGs, its members, practice staff and interested members of the public about their experiences whether that be thoughts and ideas, challenges or success stories.

We received 67 completed surveys, of these the majority (67%, 45) stated that they had completed it as a PPG member, (13%, 9) as a member of staff, (12%, 8) as a member of the public and (7%, 5) as a PPG Chair.

We received responses from representatives from 18 GP practices from across the Wakefield District.

The findings from the survey are detailed below;

**Q: Do you have an active PPG at the moment? By active, we mean a group that meet regularly and/or are involved in different activities to support the practice.**

	Response Percent	Response Total
Yes	75.6%	50
No	18%	12
I don't know	6%	4

For those who selected to tell us more made the following comments:

- We haven't had regular meetings.
- We have only had two meetings since covid.
- Recently reformed after covid and now have meetings.
- Group kept in touch via email during covid and consulted on various issues.
- Active group but small in numbers
- Meet every 8 to 12 weeks, however postponed during the pandemic.
- No meetings have taken place since the first lockdown.
- PPG used to meet every quarter but due to covid we have only communicated via email and telephone.
- Plan to re-start face to face meetings soon.
- We have had meetings using MS teams during some stages of the pandemic.

**Q: If your PPG are meeting, how is this currently done?**

	<b>Response Percent</b>	<b>Response Total</b>
Face to face	42%	27
On-line via MS Teams	23%	15
On-line via Zoom	17%	11
Not applicable	9%	6
Other (please specify)	9%	6

For those who selected other (please specify) made the following comments:

- Face to face quarterly within another meeting.
- By email and telephone.
- There are a number of virtual PPG members.
- Only one on-line meeting in two years.
- Due to lack of space at the practice, meetings are now held via Zoom.
- We plan to restart our face to face meetings soon.
- We have always tried to have face to face meetings however during the pandemic we had to meet on-line. This clearly made us feel valued as it would have been quite easy to cancel the meetings.

**Q: If you do have a PPG, how often to you meet?**

	<b>Response Percent</b>	<b>Response Total</b>
Quarterly	38%	25
Monthly	30%	25
Other (please specify)	20%	13
I don't know	5%	6

**For those who selected other (please specify) made the following comments:**

- Meeting frequency not yet decided.
- Did meet monthly prior to March 2020.
- Used to meet 6 times per year.
- 6 weekly.
- We meet bi-monthly.
- Meetings are dependent on how busy the practice is with post pandemic issues.
- Every 6 to 8 weeks.
- Meetings attended by surgery staff and a GP partner.
- I feel we could meet online quarterly and if advertised it may attract more people.

**Q: In your opinion, what are the reasons that you currently don't have an active PPG at your practice?**

- I believe the practice has been under pressure due to covid. It feels like the meetings are not a priority. We have an excellent responsive practice which has given a great service during a very difficult time.
- We are currently just re-establishing our group.
- Due to covid precautions.
- The surgery doesn't want to run a PPG and therefore it was disbanded in 2020.
- We do not have an active PPG because the practice is dealing with more urgent and important problems arising from the aftermath of covid-19.
- It wasn't representative as we had around 10 to 12 attendees aged 40 plus.
- Limited communication over the last two years via email and phone, however we plan to restart face to face meetings soon.

**Q: In supporting a PPG in the future, what tools or resources do you think you need that you do not already have access to?**

- Regular meetings and the opportunity to be involved and help.
- Everything is in place and when meetings are held they are excellent, just not enough of them.
- Space within the practice should it be needed and access to IT and a printer.
- Access to a notice board within the surgery.
- Closer working relationship with the surgery and to find a method to communicate with the patients.
- More updated statistics/data would be helpful.
- Participation from the practice.
- Consistent communication from the doctors as practice staff are not always able to answer certain questions.
- Meetings would be better in person as not all our members have access to MS teams and others find online meetings difficult.
- Appreciated from the GP practice that we are working together to make the service better for everyone.
- Members taking more responsibility for the group.
- We have a successful group but struggle to recruit younger members.

**Q: Is there anything else you would like to tell us about PPGs/patient involvement?**

- Has to be practice driven.
- We have limited involvement with patients and it sometimes feels like a box ticking exercise.
- Enjoy being involved and resolving issues and concerns.
- The meetings are well managed and we stick to the agenda.
- I think having a PPG is so important as this ensures patient care and protocols are patient driven.

- We have a volunteer co-ordinator member who previously gained views from patients in the waiting room, however now there are very few patients in the waiting area.
- Excellent way to keep in touch with the practice and support them as best we can.
- Valuable contact and discussion putting forward the realistic situation for patients and staff at point of delivery rather than “top-down approach” from other bodies.
- They do lots of activities with patients but also get involved with practice business.
- As a long standing member, I feel that our group are not only valued but also appreciated. We are consulted on many matters which would be in the interest of the patients and practice.
- It is a great way for patients to understand the way the practice works and the problems that staff face.
- Our last visit inspection was outstanding due in part to the vibrant PPG group.

### Equality Monitoring data from the survey

#### Who is this form about?

	%	Number
Me	98.46	<b>64</b>
Someone else - using their information	1.54	<b>1</b>
	<b>answered</b>	<b>65</b>
	<b>skipped</b>	<b>2</b>

#### What is your gender?

	%	Number
Male	26.56	<b>17</b>
Female	70.31	<b>45</b>
Prefer not to say	3.13	<b>2</b>
I describe my gender in another way (please tell us)	0	<b>0</b>
	<b>answered</b>	<b>64</b>
	<b>skipped</b>	<b>3</b>

#### Which country were you born in?

When asked about country of birth 96.8% were born in the UK and 3.13% elsewhere this included 1 born in Scotland.

### Do you belong to any religion?

	%	Number
Buddhism	0.00	0
Christianity (all denominations)	64.52	40
Islam	3.23	2
No religion	25.81	16
Prefer not to say	4.84	3
Other (please tell us)	1.61	1
	<b>answered</b>	<b>62</b>
	<b>skipped</b>	<b>5</b>

### What is your ethnic group?

87.3% were from White British backgrounds, 1.59% from Pakistan, 1.59% from Bangladesh and 9.52% prefer not to say.

### Are you disabled?

	%	Number
Yes	19.35	12
No	74.19	46
Prefer not to say	6.45	4
	<b>answered</b>	<b>62</b>
	<b>skipped</b>	<b>5</b>

### Do you have any long-term conditions, impairments or illness? (If yes please tick any that apply)

	%	Number
Physical or mobility impairment: (such as using a wheelchair, difficulty walking or using your hands)	17.86	10
Sensory (such as being blind / partially sighted or deaf / hard of hearing)	7.14	4
Mental health (such as having depression or schizophrenia)	7.14	4
Learning, understanding, concentrating or memory (such as Down's Syndrome, stroke or head injury)	0.00	0
Neuro diverse conditions (such as autism, ADHD and/or dyslexia)	1.79	1
Long term condition (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)	19.64	11
Prefer not to say	12.50	7
No	55.36	31

	%	Number
Other please tell us	1.79	1
	<b>answered</b>	<b>56</b>
	<b>skipped</b>	<b>11</b>

**Are you a carer? (Do you provide unpaid care to someone who is older, has a long-term condition, is disabled, or has other support needs?)**

	%	Number
Yes	17.46	11
No	80.95	51
Prefer not to say	1.59	1
	<b>answered</b>	<b>63</b>
	<b>skipped</b>	<b>4</b>

**Q11. Which of the following best describes your sexual orientation?**

	%	Number
Bi / Bisexual	0.00	0
Lesbian	0.00	0
Gay	0.00	0
Heterosexual / Straight	90.32	56
Prefer not to say	9.68	6
Other (please specify)	0.00	0
	<b>answered</b>	<b>62</b>
	<b>skipped</b>	<b>5</b>

**Do you consider yourself to be a Trans\* person? \*Trans is an umbrella term used to describe people whose gender is not the same as the sex they were assigned at birth.**

	%	Number
Yes	0.00	0
No	93.44	57
Prefer not to say	6.56	4
	<b>answered</b>	<b>61</b>
	<b>skipped</b>	<b>6</b>

**Do you/or anyone you live with get any of these benefits? \*\* Universal Credit, Housing Benefit, Income Support, Pension Credit – Guarantee Credit Element, Child Tax Credit, Incapacity Benefit/Employment Support Allowance, Free School Meals, Working Tax Credit, Council Tax Benefit \*\*We are asking this question to help us understand if being on a lower income affects experiences of services or health.**

	<b>%</b>	<b>Number</b>
Yes	15.87	<b>10</b>
No	79.37	<b>50</b>
Prefer not to say	4.76	<b>3</b>
	<b>answered</b>	<b>63</b>
	<b>skipped</b>	<b>4</b>

**Are you pregnant or have you given birth in the last 6 months?**

	<b>%</b>	<b>Number</b>
Yes	0.00	<b>0</b>
No	96.77	<b>60</b>
Prefer not to say	3.23	<b>2</b>
	<b>answered</b>	<b>62</b>
	<b>skipped</b>	<b>5</b>

**Are you a parent/primary carer of a child or children who live with you, if yes, how old are they? (Tick any that apply)**

	<b>%</b>	<b>Number</b>
Not applicable	77.97	<b>46</b>
0 to 4	1.69	<b>1</b>
5 to 9	3.39	<b>2</b>
10 to 14	10.17	<b>6</b>
15 to 19	13.56	<b>8</b>
Prefer not to say	1.69	<b>1</b>
	<b>answered</b>	<b>59</b>
	<b>skipped</b>	<b>8</b>