

Northway Medical Centre Patients Participation Group (PPG)

Making a Difference

End of Year Review for 2019-20

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Making a Difference

Action Log 2019-20 (End Of Year Review)

Northway PPG: aiming to promote and support the Practice and provide a voice for patients by

- Regularly communicating with the wider patient group to keep them informed and to hear their feedback
- Supporting the GP practice to encourage take-up of services that will help to make the practice run well
- Providing useful information and contacts to promote good health and well-being

Key Activity	Action Taken	Status
<p><i>Comparison of Northway GP services to other GP practices both locally and nationally</i></p> <p>NHS England GP Survey 2019 results</p>	<p>The 2019 NHS GP Survey results were released in September. This survey is conducted by MORI, who send postal questionnaires to a set of randomly identified patients from each GP surgery across England.</p> <ul style="list-style-type: none"> - The Chair demonstrated how the results could also be accessed on-line at https://gppatient.co.uk - very easy to select which practices you want to see to compare against, and very easy in view the results interactively, where you can choose to see more or see less information, as you wish. - The Chair drafted two reports to reflect recent NHS GP Patient Survey information. One report looked solely at Northway Medical Centre performance comparing year by year and comparing to the average scores for all GP surgeries in Dudley CCG and all GP surgeries across all England. The second report provided the 2019 results for each of the eight surgeries within our PCN. - Overall the results for Northway were strong with more than half of the 18 measures scoring 90% or higher and 91% of the patients surveyed saying their overall experience of Northway GP practice was good. <p>The PPG Heart2Heart Newsletter Autumn 2019 included information about NHS GP Survey results and a summary report was made available to the wider patient group via the noticeboard in reception, which could be emailed to any patients who request a copy.</p>	<p>Completed September 2019</p> 

Key Activity	Action Taken	Status
<p data-bbox="125 172 358 236"><i>Promoting Patient Well-being</i></p> <p data-bbox="125 293 327 325">Funding Bids</p>	<p data-bbox="425 172 1532 204">Funding Bids to Procure Health Monitoring Station (Blood Pressure, Height & Weight, BMI)</p> <p data-bbox="425 209 1872 272">The PPG is keen to acquire a blood pressure monitoring station to be located in the surgery reception and would ideally like to have the type of machine that includes height and weight and BMI calculation too. Here's why ...</p> <ul data-bbox="425 320 1872 639" style="list-style-type: none"> <li data-bbox="425 320 1872 384">• Public Health England analysis suggests that more than 9,000 heart attacks and at least 14,000 strokes could be prevented over the next 3 years if we work towards better detection and management of high blood pressure. <li data-bbox="425 408 1872 512">• High blood pressure is the biggest known cause of disability and premature death in the UK through stroke, heart attack and heart disease. High blood pressure can also cause kidney disease and is closely connected to some forms of dementia. One in three adults in the UK has high blood pressure. <li data-bbox="425 536 1872 639">• High blood pressure usually has no signs or symptoms, which is why it is sometimes referred to as the silent killer. The only way to know if you have high blood pressure is to have it measured. More people need to regularly check their blood pressure and be aware of the importance of their readings. <p data-bbox="425 679 1872 855">During 2018-19 the PPG submitted bids for Community Funding streams offered by Asda, Co-op and People's Post Code Lottery seeking to obtain funding to enable us to purchase a Health Monitoring Station to be located in the reception at the surgery, with the idea that we would also organise "Know Your Numbers" – Blood Pressure Awareness Raising information events. Despite setting out a good business case and demonstrating the potential benefit to some 6,000 members of the local community, all of the bids for funding towards this initiative were disappointingly unsuccessful.</p> <p data-bbox="425 887 1872 1023">In June 2019 the PPG submitted a further innovative bid for potential Community Funding of up to £5,000 through the Stop Loan Sharks campaign – whereby confiscated monies are shared out to benefit community projects, whilst at the same time promoting awareness of illegal Loan Shark activities. Despite considerable time and effort to demonstrate how we could tie such awareness raising into the Health Monitoring Station, the bid was once again unsuccessful.</p> <p data-bbox="425 1062 1872 1126"><i>The cost of the Health Station is in the region of £4,000. As and when potential funding streams are identified in the future, we will continue to submit bids.</i></p>	<p data-bbox="1917 209 2119 352">Unsuccessful November 2018 December 2018 February 2019</p> <p data-bbox="1951 400 2085 432">June 2019</p> 

Key Activity	Action Taken	Status
<p><i>Information Sharing</i></p> <p>PPG Website</p>	<p>The new website for Northway Medical Centre went live in the autumn of 2019. Its design is more appealing than the old version and much of the out-of-date content has been updated.</p> <p>PPG members have however identified a number of further alterations that are required to correct missing links and such like: the PPG page in particular has no links to documents referenced within the text. Despite being agreed, practice staff have other more pressing work priorities and the PPG will keep this on their agenda to ensure that these amendments are not forgotten.</p> <p>The ability for the website to host links to the PPG Newsletters in particular is critical for the proposed circulation of the newsletters to patients via the MJOG mobile phone messaging system.</p>	<p><i>New Website launched Autumn 2019</i></p> <p><i>Corrections and amendments remain outstanding</i></p> 
<p><i>Information Sharing and Promoting Well-being</i></p> <p>PPG Newsletters</p>	<p>We have continued to produce newsletters to communicate with the wider patient group at the practice. <i>Heart2Heart</i> was published January 2019, April 2019, October 2019. The newsletters are printed out and made available for patients to pick up as they await appointments: copies of all of the newsletters are also available on the PPG Noticeboard.</p> <p>Additionally the PPG mailbox (northwayppg@outlook.com) is being used to maintain a distribution list of patients who have asked for the newsletters to be sent to them – 42 patients in total (including PPG members).</p> <p>Whilst PPG members believe the Newsletters contain really useful information for patients, it is disappointing that they only reach less than 2% of the 6,000+ patient group via the current distribution mechanisms. Several PPG discussions throughout the year have therefore focussed on how to reach more patients with the Newsletters, with the most cost effective solution identified to host Newsletters on surgery website and send a link to patients via mobile phone text message, supplementing this with email distribution list for those who prefer, and a printed copy on the PPG noticeboard. This can only be achieved by the required update and maintenance of the surgery website (see previous heading).</p> <p>When the wider distribution mechanism has been achieved for Northway patients it may be possible to look to develop the PPG Newsletters to go to the patients of all 8 surgeries within the Sedgley/Coseley Primary Care Network.</p>	<p><i>Newsletters being produced</i></p>  <p>Improved distribution to be implemented 2020</p> 

Key Activity	Action Taken	Status
<p><i>PPG Voice (1)</i></p> <p>Phlebotomy Services</p>	<p>In September 2019 blood test service (phlebotomy) was suddenly withdrawn from Guest Hospital, with no consultation or notification of the service closure. This adversely affects a number of patients and has been the topic of discussion and campaign by Northway PPG. The PPG Chair wrote to the Dudley Group Foundation Hospital Trust to ask for more information about why this had been necessary, whether it was a temporary closure, when the service might be reinstated, and also outlined the issues that patients, particularly those resident in the north of the borough, were experiencing. Despite numerous reminders to the DGFHT that a response is awaited, and numerous promises that a reply would be sent 'by the end of the week' but there has still be no formal reply. On behalf of the Patients Group the Chair has escalated this to the CCG, to Healthwatch Dudley and via the Patient Opportunities Panel as a formal question to the Hospital Board. As at March 2020 a formal reply is still awaited. The following issues have been outlined in the Chair's correspondence:-</p> <ul style="list-style-type: none"> • because of the 2-3 weeks waiting time for appointments at Ladies Walk Clinic, patients are having to cancel and rearrange their medical appointments which involve the Practice Nurse or GP where blood test results are required for discussion. • several members commented about the size of the queues waiting for phlebotomy services at Russells Hall Hospital and Corbett Hospital and the problems with parking and parking costs that this entails. • concerns were also raised about getting to early appointments for fasting blood tests – it was reported that a patient who required a fairly urgent fasting blood test could not get an appointment at Sedgley for more than a week and the only appointment that could be offered at Russells Hall Hospital was for 1:00pm next day. • the difficulties faced by patients with mobility problems, having to go to Russells Hall Hospital for blood tests – having to walk across a big car park area and then long hospital corridors, only to be faced with no seats available, whereas at Sedgley and at Guest Hospital they can be dropped off near to the door and the unit is only a short walk. • the inconvenience of getting to the centralised phlebotomy clinics via public transport from the Northway estate - Russells Hall (two buses minimum) and Corbett Hospital (three buses or more and an hour's journey each way). • PPG members also highlighted that there was always a steady queue of people waiting for blood tests at Guest Hospital so it could not be argued that there was no viability for the service to continue. • PPG members felt that the initial response from the Hospital Trust was very disappointing and focussed upon the Trusts responsibility from a commissioning perspective: it lacked any empathy with patient experience. <p>The PPG have suggested that the most simple and pragmatic solution that would potentially ease pressure on services and satisfy patients who reside in the north of the borough would be to increase the number of phlebotomists on duty at Ladies Walk Clinic in Sedgley and make this Clinic available for Walk-in tests as well as for appointments. Thus, if patients fail to attend for an appointment, the phlebotomist time is not wasted as they can see Walk-in patients whilst waiting for next appointment to arrive. This would not be a prohibitively costly solution as the room, facilities and the collection arrangements are already in place: it could be very quickly achieved.</p>	<p>Ongoing</p> <p>Complaint to DGFHT 28/10/2019 Chased 05/12/19 02/02/2020, 13/02/2020</p> <p>Escalated February 2020</p> <p>As at March 2020 – <u>Reply Awaited</u></p> 

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<p><i>PPG Voice (2)</i></p> <p>Patient parking at rear of surgery</p>	<p>In November 2019 the surgery became aware of a planning application made by the neighbouring supermarket to convert its current warehouse space into residential flats. The greatest concern from the patients' perspective was the potential loss of access to the parking bays at the rear of the surgery, including disabled parking spaces and ambulance parking spaces. On behalf of Northway PPG, the Chair lodged an objection via Dudley MBC's Planning Portal and also contacted local Sedgley Ward Councillors to express concern that proposals to install a barrier and restrict parking at the rear to residents flats only would have severe detrimental impact on people with mobility problems, elderly patients, those with sick young children, and most importantly ambulance access and medical supplies deliveries and collections from the surgery.</p> <p>With Councillor support, the application could not just be signed off by the Director of Planning – it was required to go to a Development Control Committee which was subsequently scheduled for 6th February 2020.</p> <p>Some revisions were made to the plans before they were considered at the Committee and the owner of the Supermarket has had conversations with the GPs at the surgery, giving assurance that the rear car park will not be closed off and the disabled parking bays and ambulance parking will not be affected.</p>	<p>Completed February 2020</p> 
<p><i>PPG Voice (3)</i></p> <p>CCG Consultation: Black Country Merger Plans</p>	<p>In October 2019 the PPG Chair was invited by CCG to attend a 'Listening Event' which provided a briefing to PPG Chairs about proposals to merge the five local CCGs (Dudley, Wolverhampton, Walsall, Sandwell, West Birmingham) into a single Black Country CCG. The Chair subsequently wrote to the CCG to express concerns from the patients' perspective that any move towards having particular types of hospital service delivered only at designated hospitals (e.g. one hospital could be the centre for Cardiology (Heart & Stroke), another hospital for Ambulatory/Elderly care etc) could make a range of services inaccessible to those patients who do not live in the local area. It is all very well to have designated 'centres of excellence' but it is essential to maintain 'place based' services delivery.</p> <p>The CCG held a further Listening Event in February 2020 to feedback and consult with local patients - Northway PPG members were invited to attend or to forward any further comments to the Chair to raise on their behalf. The CCG fed back that there has been a merger at the top level to form a Black Country 'single commissioning voice' with executive appointments being made by end of March 2020 and wider team will then be restructured throughout the remainder of the year. However, taking on board feedback from the previous listening exercises with GPs, staff and patient groups which indicated overwhelming concerns about retaining local services/local feel/local focus, there are further consultation activities underway about what local place-based commissioning should look like and how this can be achieved ... responsive to local need, retaining strong relationships with local people and the best mechanisms to use to inform and engage all stakeholders.</p> <p>Northway CCG members will continue to participate in such consultation activities in order to advocate that PEOPLE – whether as patients, carers, employees or professionals - must be at the heart of all of the strategic considerations</p>	<p>Ongoing</p> <p>Participation in CCG Consultation Ensuring the voice of the patient is prominent in key strategic decision making</p> 

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<p><i>PPG Voice (4)</i></p> <p>Save the Seven Cornfields</p>	<p>Given the health benefits of healthy walking and socialising, meditating and just enjoying the local fields and woodland, members of Northway's PPG were shocked to hear of the proposals to build 1,300 homes on the greenbelt land which runs from the side of the Beacon Centre all the way across to Penn Common. In addition to the impact on healthy lifestyles for local people and their families, there are ecological, environmental and heritage concerns, not to mention additional pressures on local schools, health services, roads and traffic. There is a Save the Seven Cornfields Facebook page and an on-line petition which collected more than 6,000 signatures in just a few weeks.</p> <p>PPG members arranged for a map of the proposed development area to be displayed in the surgery reception, together with a paper version of the petition for anyone opposed to the proposed development to sign to keep up the pressure and urge South Staffordshire Council and Wolverhampton Council to reject this development proposal. 224 signatures were collected and as requested by the campaign co-ordinators, the petition forms were hand delivered to Cllr. Paul Birch at Wolverhampton City Council Offices.</p>	<p>Ongoing</p> <p>Participation in Black Country Development Plan consultation Ensuring patients' voice is reflected in local strategic decision making</p> 
<p><i>Awareness Raising (1)</i></p> <p>Primary Care Networks (PCN)</p>	<p>The new Primary Care Network (PCN) has been outlined by Dr Pritchard at PPG meetings throughout the year, and this information was also shared with the wider patient group via PPG Newsletter Autumn 2019, summarising as follows:</p> <p>The new Primary Care Networks (PCNs)</p> <p>To deliver the NHS Long Term Plan, GP services in Dudley have been organised into 6 area based Primary Care Networks made up of groups of around six to eight GP surgeries (around 30,000 to 50,000 patients per PCN). Each Primary Care Network is supported by a community/area team of health care professionals such as community nurses, social and mental health workers, physiotherapists, midwives ... these are known as Multi-Disciplinary Teams (MDTs).</p> <p>The Sedgley/Coseley Primary Care Network is made up of eight GP surgeries (Northway, Ridgeway, Woodsetton, Coseley, Lower Gornal, Castle Meadows, The Greens and Bath Street), representing around 54,000 patients. Dr Pritchard has been appointed as the Primary Care Clinical Director for this PCN.</p> <p>Government funding is now allocated into the Primary Care Network groups rather than to individual GP practices and funding streams now focus upon improving health care outcomes. This new approach targets investment into the workforce to support the GP practices, to help prevent costly admissions to hospital and to ensure best value for money in prescribing medicines. Key areas of focus include:</p> <ul style="list-style-type: none"> • Pharmaceutical Services - broadening the availability of pharmaceutical services with pharmaceutical advisers available in each GP surgery; • Extended Hours – ensuring that appointments continue to be available for patients outside of the normal surgery hours – i.e. 6:30pm to 8:00pm on week-days and on Saturday and Sunday mornings. The rota now includes General Practice Nurse appointments as well as GP appointments. <i>(More details about the Extended Hours rota is provided below)</i> 	<p>Ongoing</p> 

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	<ul style="list-style-type: none"> • Social Prescribing – development of a new role for a ‘social prescriber’ helping GPs to assess how far a patient’s health and wellbeing needs can be met by services and other opportunities available in the community - signposting patients to activities, community groups and statutory services available across the borough and encouraging them to connect and participate. <p>Dudley CCG had already started to trial some initiatives in this respect and Dr Pritchard is actively involved in discussing with other GPs across the PCN how best to take these initiatives forward.</p>	
<p><i>Awareness Raising (2)</i></p> <p>First Physiotherapy</p>	<p>At the PPG meeting in September 2019, members received a presentation about the new First Contact Physiotherapy service which was about to commence at the surgery. This information was shared to the wider patient group via the PPG Newsletter Autumn 2019:</p> <p>“Patients who have musculoskeletal problems (e.g. back ache, shoulder pain, aches and pains in limbs) can now self-refer and book an appointment via the practice to see the First Contact Physiotherapist. Appointments are available at Northway Medical Centre on Monday’s, between 9:00am and 3:30pm.</p> <p>First Contact Physiotherapy provide a ‘triage’ service which has been introduced to help reduce the time it takes for patients to access physiotherapy treatment, providing early advice on how to manage musculoskeletal conditions and to support GPs with their workload.</p> <p>The First Contact Physiotherapist will provide a half hour assessment of the patient’s musculoskeletal problem and either refer the patient to the right place for treatment and/or provide advice about relieving pain and exercises to do at home. Patients would normally be seen no more than once or twice via this service – any ongoing physiotherapy sessions will continue to be provided by the Community Physiotherapy teams, as currently.”</p>	<p><i>Ongoing</i></p> 
<p><i>Awareness Raising (3)</i></p> <p>Social Prescribing</p>	<p>Dr Pritchard informed PPG members at various meetings of the funding and focus on social prescribing and has kept us informed of the arrangements and appointments to these positions within his PCN group including funding for a number of new posts:</p> <ul style="list-style-type: none"> • Listening & Guidance Service (Chaplaincy) – Kevin Walshe has been appointed to our PCN and attended the February 2020 PPG meeting to provide an overview of his new role (see below). • “SWITCH” – serving Dudley Borough as a whole, 2-3 established in a Dudley hub working with Drug and Alcohol issues relating to children/adolescents. • Integrated Plus - funding has been allocated to increase from 5 to 6 teams • Information Signposter – building on the model already in place at Stourbridge to signpost people to activities and help them to overcome barriers to participation - development of a team to support patients in each PCN. Nick Tromans has been appointed to a lead role and he has recently attended the Sedgley Friendship Group (meetings held at this surgery) to talk about this. It would be good to hear from Nick in the near future when he has had more opportunity to determine how this role will be cascaded across all PCNs 	<p><i>Ongoing</i></p> 

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	<ul style="list-style-type: none"> • Dementia Support - progress being made to develop ways to build and support this role <p>PCN funding is also being used to bolster the Pharmaceutical Advisory support available in each practice – Hitesh Patel has already been invited to come to our next PPG to tell us more about this.</p> <p>Funding is also being used to develop Physicians Assistants – a six-week programme to enhance back office functions and collaborative working across the practices. Physio First is also going well and funding may be identified to provide additional physiotherapy services within the PCN next year.</p> <p>The PPG Newsletter for autumn 2019 made a brief mention of social prescribing, with proposals for future newsletters to include more information as these services become more established – to raise awareness across the wider patient group</p>	
<p><i>Links with other Groups</i></p> <p>Sedgley Friendship Group</p>	<p>Sedgley Friendship Group is a subset of the Ridgeway and Northway PPG, joined by representatives from Age UK, Integrated Plus, and Sedgley Archive Group, JST (Just Straight Talking), Sedgley Community Church, 1st Sedgley Scouts, Humbugs Café and Dudley MBC Health Communities Team. The first project the group has worked on has been stocking up the Community Information Directory to make sure that as much as possible of what is going on in and around Sedgley is captured. This will be a really useful tool for future social prescribing.</p> <p>The group has agreed their Terms of Reference and Constitution and explored, by inviting local agencies and representatives to speak to about how local people are referred for services from GP surgeries, helping to identify how else contact and referrals might be made with people who may be isolated or lonely and how the Sedgley Community Friendship Group could be useful in developing the new social prescribing roles.</p>	<p><i>Ongoing</i></p> 
<p><i>Information Sharing & Participation</i></p> <p>Invitation to attend external meetings, forums and events</p>	<p>Patient Opportunities Panel (POP) Meetings - generally held every 2 months, members of various PPGs attend.</p> <p>Health Forum Meetings, Health Watch and other ad hoc training events organised by Dudley CCG.</p> <p>Various topics and consultation activities – e.g. Introduction of the new Prescription Ordering Direct (POD) service; Medicines to no longer be prescribed by Dudley GPs, MCP contract, NHS Ten Year Plan, Primary Care Networks.</p> <p>PPG members who attend these events feedback to the PPG to disseminate information.</p>	<p><i>Ongoing</i></p> 

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<p><i>PPG Constitution</i></p> <p>Election of PPG Committee for next two years (April 2020- March 2022)</p>	<p>Election of PPG Committee 2020-22</p> <p>The PPG Constitution states that the PPG Committee members will be elected to serve for two financial years with the next term of office being due for election by April 2020. At the PPG meeting on 3rd February 2020, PPG members asked those who were currently acting as Chair, Vice Chair, Treasurer and Secretary if they would please continue in those roles for the next two tear term. After ensuring that no-one else wished to be considered for any of the roles, the four members agreed to continue and this was endorsed unanimously by the full meeting of the PPG.</p> <div data-bbox="618 421 1305 635" style="background-color: #e0f2f7; padding: 10px; margin: 10px auto; width: fit-content;"> <p>Confirmation of the PPG Committee for 2020-22</p> <p>Chair: Karen Hindley</p> <p>Vice Chair: Keith Tomlinson</p> <p>Treasurer: Paula Nickerson</p> <p>Secretary: Ann Gill</p> </div>	<p><i>Completed</i></p> 

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