

Moatfield Surgery Patient Participation Group

02/04/2024

Agenda

- Introductions
- Ground rules & Expectations
- Insight into Moatfield Surgery
- What is a PPG and what is the role of a PPG
- What are the aims of this PPG
- Timeline and next steps
- Establish a core PPG group

Introductions

Ground Rules

- Listen and be respectful of others
- Avoid interruptions – there will be lots of opportunities to participate and be involved with the meeting.
- Stay present and maintain focus
- Avoid discussing specific or individual medical issues, complaints or concerns.
- Do not share or discuss any confidential or private information

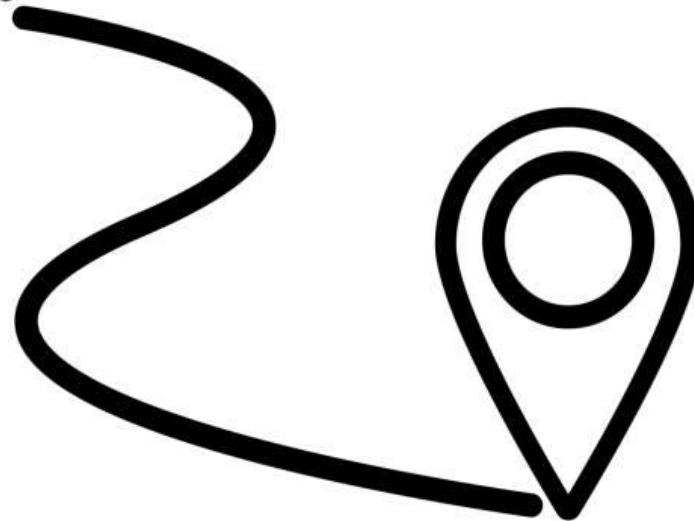
Setting Expectations

What is the purpose of this meeting?

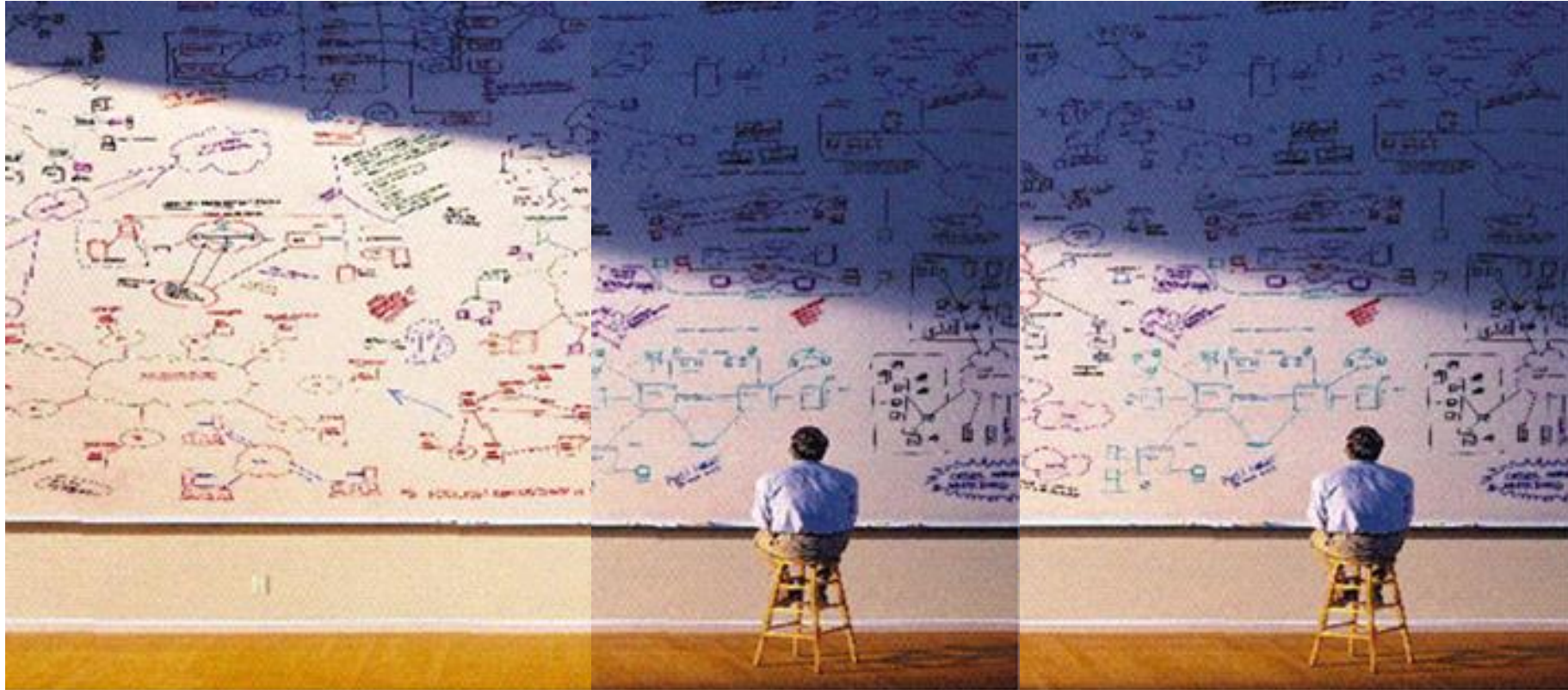
Where we are now:



- No active PPG.
- Lacking a central route to interact with our patient population.
- Patient voice is restricted.



Setting Expectations



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Moatfield Surgery was established on 01/09/1987 with six partners.



wwwserver Wednesday, May 7, 2008 www.thisissussex.co.uk CLASSIFIED

Forest Row in the 1970s and 1980s when they were both employed as
boy and the fifth charge involves
Williams and Haigh are due to appear on police bail at Brighton

Moatfield Surgery as of 2024



- GP team
 - 5 Partners
 - 6 Salaried GPs
 - 3 Training GPs (rotating)
- Nursing and Allied Health Professional team
 - Paramedic
 - Nurses
 - Trainee Nurse Associates & Health Care Assistants
 - Pharmacists
 - First Contact Physiotherapist
 - Emotional Wellbeing Support Workers
 - Social Prescriber
 - External Health Coaching Service
- Administrative team
 - Workflow Administrators
 - Patient Services Advisors
 - Recall Administrators
 - IT Support
 - Business Manager
 - Operations Manager



What do we do?



- Cradle to grave medical care.
- Acute needs
 - e.g. 'emergencies' and presenting illnesses e.g. chest infections
- Chronic needs
 - Longer standing medical problems e.g. leg ulcers, psoriasis
- Long term medical conditions
 - e.g. Diabetes, Hypertension, Asthma, COPD etc.
- Screening
 - e.g. Cervical screening
- Monitoring
 - e.g. drug monitoring blood thinners
- Safeguarding
- Care planning
 - e.g. Dementia.
- Immunisation

Across the country:

- 90% of patient contacts are in primary care yet GP practices receive 7-8% of NHS funding

Moatfield Surgery as of 2024



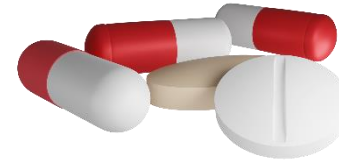
16,094 Registered patients



GP – 3,586 (163/day)
Blood tests – 903 (41/day)
NAHPs – 2,110 (95/day)
Total GMS – 9,424
(428/day)



4,586 inbound
documents (208/day)



4,643 (211/day)
Medications issued



11,367 (516/day)
Inbound Phone Calls

Hidden Workload

- GPs have 10 minutes per patient to explore, understand, diagnose and manage or treat each patients medical concern.
- Each GP will see between 28-32 patients each day.
- Between patient-facing clinics, each GP will review, approve and issue 40-60 medication requests each day.
- In addition to medication reviews, each GP will review and action any clinic letters relating to their registered 1400-1900 patients.
- Outside of this work, each GP will receive between-team tasks and requests.



What are our biggest challenges?

- Population size
- Complexity of health needs
- Pandemic
- Consultation rates
- Fragmentation of services
- Waiting lists
- Bureaucracy
- Relative fall in funding

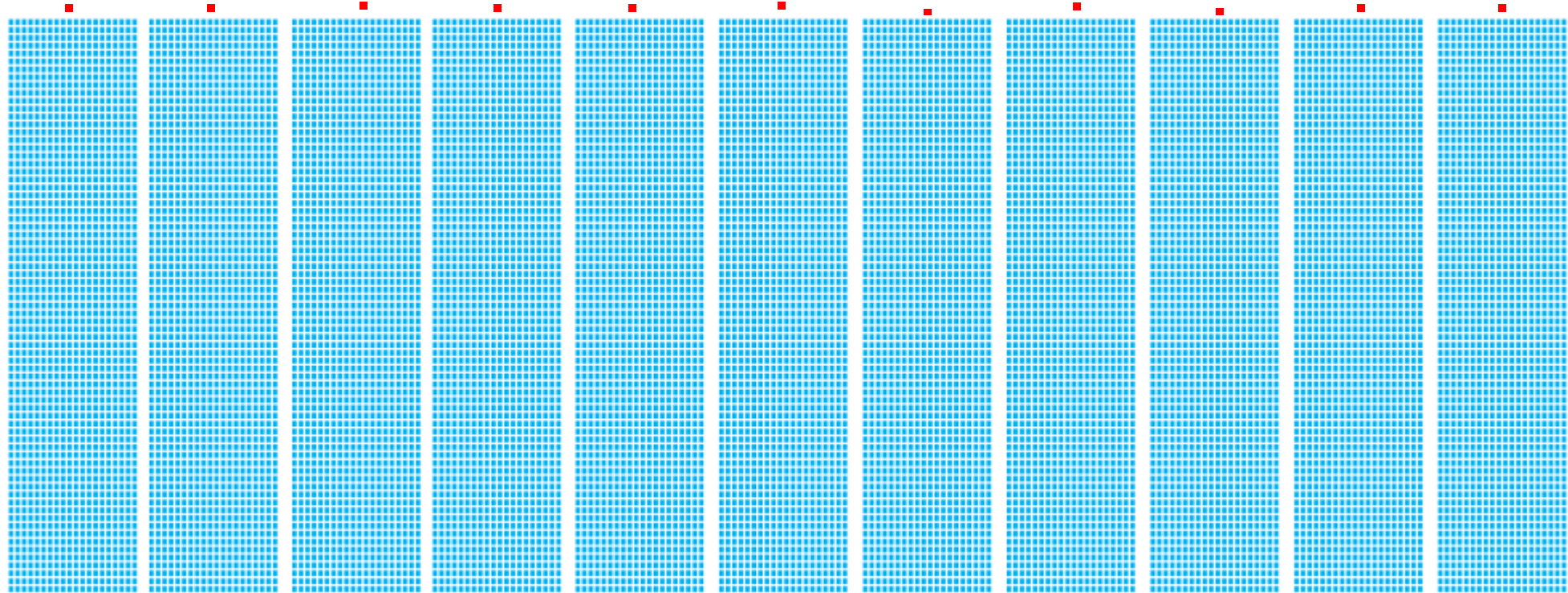
Visual representation of our demand

Each red square represents one of our 11 GPs.



Each blue square represents one of our registered patients.





Visual representation of our demand

Each person with a yellow background presents one of Patient Services Team who are answering calls each day: 🧑

Each person with a blue background represents a individual phone call: 🧑

Daily call volume:



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What are Patient Participation Groups (PPGs)?

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service.

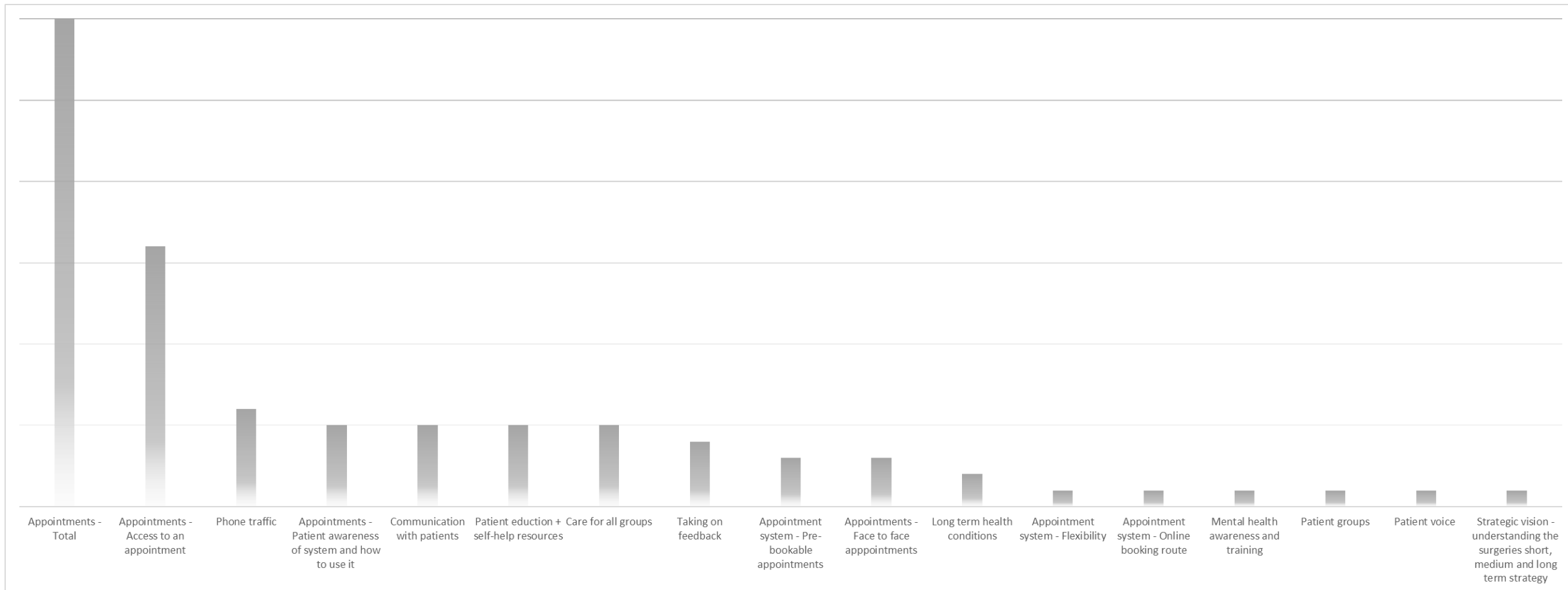
Who is part of the PPG?

A PPG is open to every patient on the GP practice list. All communities, groups, genders, ages, ethnicities, and disabilities representing the patient list are encouraged to join

What is the role of the PPG?

- They have the aim of making sure that their practice puts the patient and improving health at the heart of everything it does.
- PPG members can act as ambassadors within the community and this can help with recruitment of new members
- By being as outward facing as possible, the PPG can learn about innovations which are happening in the local community and bring these back to the practice
- PPG members can help to promote initiatives/changes being introduced within the practice
- PPGs can explore issues from patient surveys, contribute to actions plans and help monitor improvements.
- PPGs can support the practice in promoting health awareness and patient education

What are the aims of this PPG?



Appointments - Total	33%
Appointments - Access to an appointment	18%
Phone traffic	7%
Appointments - Patient awareness of system and how to use it	6%
Communication with patients	6%
Patient education + self-help resources	6%
Care for all groups	6%

PPG Structure & Format



PPG meetings

- PPG meetings should take place at quarterly but this varies between PPGs.
- These meetings can be held in person, virtually or both – this will depend on the needs and preferences of the PPG.
- Meetings should follow an agenda and act as a forum to discuss issues, concerns, suggestions etc.
- They also provide an opportunity to talk with practice staff about developments or initiatives which will affect the patient population.

PPG Structure & Format



Chairperson

Vice chair

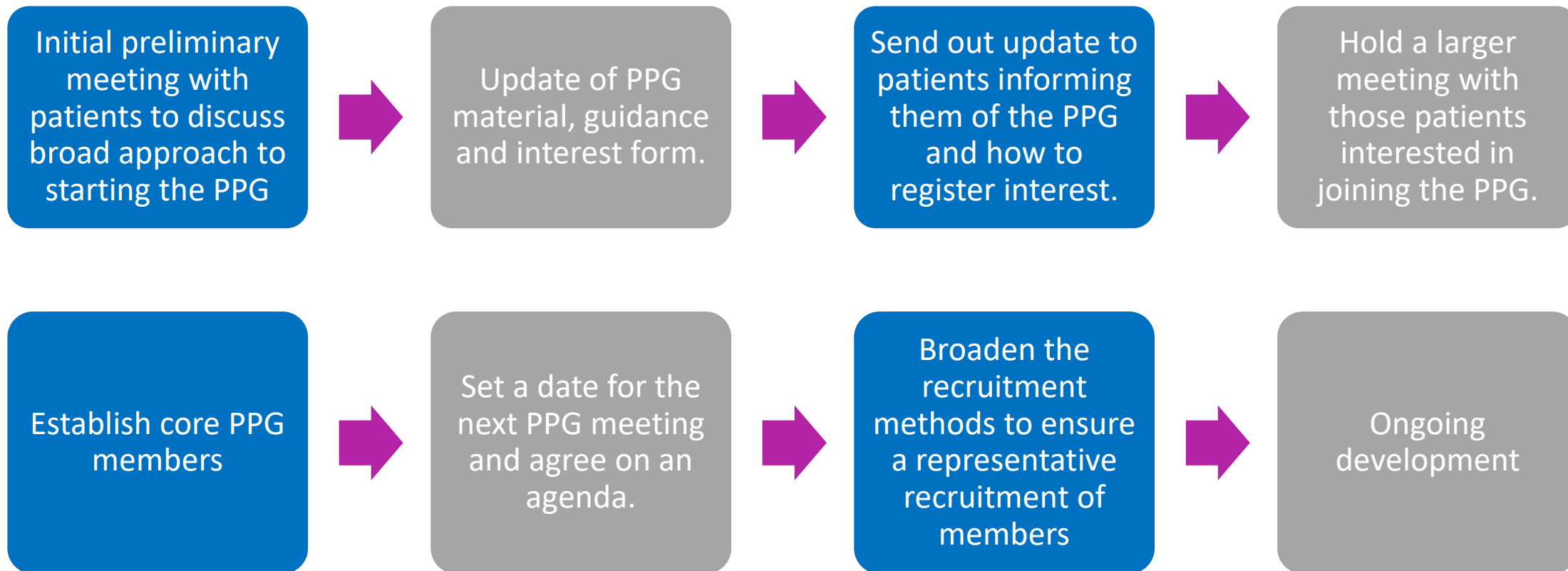
Secretary

Treasurer

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Timeline



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Thank you!



Additional slides

Chair

Duties and responsibilities may include:

- Setting the agenda in conjunction with the PPG secretary and with the organisation manager
- Ensuring that contributions shall be non-political and non-sectarian at all times respecting diversity and exemplifying the PPG's commitment to the principles contained within the [Equality Act 2010](#)
- Ensuring that each member has an opportunity to speak and to control the meeting
- Introducing speakers
- Ensuring that the timing of the agenda is maintained
- Welcoming new members and making introductions
- Ensuring that the ruling of the chairperson is final on matters relating to orderly conduct

Qualities

The qualities which a good chairperson should have are:

- Previous experience in the role of chairperson
- Leadership skills
- Assertiveness
- Be respected and active in the community
- Good at networking
- Diplomacy, tact and consideration for others

Secretary

Duties and responsibilities may include:

- Upholding the PPG's terms of reference
- Ensure relevant PPG documentation is circulated to PPG members in a timely and appropriate fashion prior to any PPG meeting in accordance with the PPG's terms of reference
- Working with the PPG chairperson and relevant practice/organisation staff to review all PPG documentation (e.g. meeting minutes and reports) to ensure that this is accurate and appropriately reflects the work of the PPG.
- With the assistance of the practice/organisation manager, providing an email address whereby patients can contact the secretary to raise matters of importance. When patients contact the secretary, they will subsequently discuss this with the PPG chairperson and they will collectively agree the appropriate course of action
- Providing a brief induction to all new PPG group members (e.g. an explanation of how the PPG works and ensuring the new member signs the relevant paperwork)
- Deputising for the chairperson at meetings in the event of them being unable to attend or resigning, until a replacement can be elected



REBUILD

GENERAL

PRACTICE

Capacity and Demand

Understanding Demand

- Variables impacting the demand on GP practice's:
 - Population size (number of registered patients)
 - Population demographics
 - Prevalence of long-term health conditions within the population
 - Prevalence and provision of other healthcare services within the area
 - Effectiveness of other healthcare services
 - Propensity to seek medical care
 - Effectiveness of services with a GP practice
 - Non-medical factors that influence health outcomes (social determinants of health):
 - Income and social protection
 - Education
 - Unemployment and job insecurity
 - Working life conditions
 - Food insecurity
 - Housing, basic amenities and the environment
 - Early childhood development
 - Social inclusion and non-discrimination
 - Structural conflict
 - Access to affordable health services of decent quality.

Managing Capacity

- Variables impacting clinical capacity within a GP practice:
 - Premises size & number of consulting rooms
 - Number of clinicians employed by the practice
 - Number of different clinicians employed by the practice
 - Overall working hours of individual clinicians
 - Number of other responsibilities and roles held by each clinician which require time to complete.
 - Appointment type (in-person vs telephone / review vs complex assessment)
 - Appointment length and number of appointments each clinician can safely hold.

