

# Heywood, Middleton & Rochdale - Patient Participation Review Report

## Introduction

Healthwatch Rochdale is the local independent health and social care champion for the Rochdale borough who listen to local people’s experiences of using health and social care services and we use those experiences to help improve services locally and nationally.

Healthwatch Rochdale have undertaken an ongoing piece of work reviewing the primary care Patient Participation Groups. Healthwatch Rochdale received increased negative feedback from Rochdale borough residents highlighting that Patient Participation Groups (PPGs) are currently not up and running at their General Practice (GPs). This feedback was discussed with Healthwatch Rochdale’s Advisory Group and a decision was made to further research this area.

Healthwatch Rochdale is the local independent health and social care champion for the Rochdale borough. We are here to listen to local people’s experiences of using health and social care services and we use those experiences to help improve services locally and nationally.

Healthwatch Rochdale received increased negative feedback from Rochdale borough residents highlighting that Patient Participation Groups (PPGs) are currently not up and running at their General Practice (GPs). This feedback was discussed with Healthwatch Rochdale’s Advisory Group and a decision was made to further research this.

**feedback**

**PPG Contractual Requirements**

All GP practices are contracted to have an active Patient Participation Group and make reasonable efforts during each year for this to be representative of the practice population.

The practice must engage with the PPG throughout each year.

The purpose of this engagement is to identify improvements that may be made in the delivery of services by the practice.

**Key Findings**

Healthwatch Rochdale contacted each GP practice in Heywood, Middleton, Rochdale & Pennines to find out if their PPG was up and running. This was done by telephone & email.

**Our findings show:**

- 28% have a PPG up and running
- 28% said they are due to restart their PPGs
- 44% do not currently have a PPG up and running

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**Breakdown below per Primary Care Network**

Primary Care Networks	Active PPGs	Due to restart within 2 months	No plan to restart
Canalside	3	2	1
Heywood	1	2	2
Middleton	0	2	4
Pennines	2	2	2
Rochdale North	3	0	4
The Bridge	1	2	3
<b>Total</b>	<b>10</b>	<b>10</b>	<b>14</b>

**Further findings**

Further findings from this PPG research showed:

- Some practices were difficult to get through to by telephone or email.
- Reception staff not aware of what a PPG is and had limited information to share.
- Limited PPG information on practice websites.

**Six PPGs Recommendations to Heywood, Middleton and Rochdale NHS Greater Manchester Integrated Care.**

- Request that all practices update their website with up to date PPG information.
- Contact GP senior partners and Practice Manager to remind them of their contractual requirements to deliver a PPG.
- Offer information, support and training for all GP practice managers to re-establish their PPG with information from NHSE & Healthwatch Rochdale.
- Request all GPs to train their reception staff on what a PPG is.
- Create Primary Care Network PPG meetings to strengthen neighbourhood and FLACE based working.
- Re-establish a locally based PPG across the Rochdale borough and advise practice managers.

A formal response was required within 20 working days to the above recommendations. Please see over the page for the response.

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## Response for this report:

### **Formal Response From Head of Primary Care, Community & Neighbourhoods (Heywood, Middleton and Rochdale) NHS Greater Manchester Integrated Care**

Thanks for your report and the information regarding PPGs. We are pleased to note that 10 of the practices have already fully reinstated and a further 10 have plans in place to reinstate theirs. We are continuing to work with those practices that have not got confirmed plans in place to understand any particular issues and following further discussions with Healthwatch Rochdale plans are being put in place to ensure we can provide a joined up offer of support to any practices that may be struggling either to reinstate or regularly run effective PPGs.

Working with the practices it is our intention to ensure that all practices have fully reinstated PPGs by no later than 1<sup>st</sup> April 2023. After consulting with practice representatives, we have agreed this approach in light of increasing winter pressures and the anticipation that this winter may be one of the most challenging the NHS has faced to date, noting that the Covid-19 virus is still in circulation along with others such as Flu and Norovirus, and practices are faced with staff shortages from sickness as well as trying to manage the anticipated large increase in demand this coming winter. Taking these pressures into account, it was felt that fully re-instating PPGs from 1st April would support practices to focus on the challenges ahead during this time and ensure that they all have the time to reinstate the PPGs in a meaningful way.

Please see responses below to the individual recommendations in your paper;

#### **1. Request that all practices update their website with up to date PPG information.**

Discussions have taken place with Primary Care network Clinical Directors to advise them of the outcomes of the Healthwatch report and contractual requirements re PPGs. The local Primary Care team continues to work with PCNs and member practices to help ensure that practices update their websites with accurate and update to date PPG information.

#### **2. Contact GP senior partners and Practice Manager to remind them of their contractual requirements to deliver a PPG.**

Please see response to recommendation 1 above, both GPs and Practice managers will be included in further communications reminding them of their contractual requirements regarding PPGs.



### **3. Offer information, support and training for all GP practice managers to re-establish their PPG with information from NHSE & Healthwatch Rochdale**

Following initial discussions with Health watch we have agreed to work together to support the GP practices to re-establish their PPGs. Meetings are being set up between Healthwatch and primary care team and local engagement lead to explore resource and support that Healthwatch has to offer in order to provide a joined up offer of support to practices. For example HealthWatch Rochdale are pulling together a resource pack that they will be able to share with practices to ensure they get the most out of their PPGs and have offered to work with/support practices on a more hands on basis should any practice require it. Next steps will include further discussions with PCNs and practices for them to consider how they would like to take these offers forward to gain the maximum benefit of the information , support and training that are on offer and to ensure all practices are aware of how to set up PPGs effectively from recruitment through to minute taking and the best practice approach to each step in between to allow for maximum benefit for both practices and patients. .

### **4. Request all GPs to train their reception staff on what a PPG is.**

The resources mentioned in recommendation 3 above will be shared and we will request that practices ensure all staff are aware of the PPG and its role. We will also share the information with Primary Care Academy (PCA) and follow up whether this can be included as part of regular receptionist training offers.

### **5. Create Primary Care Network PPG meetings to strengthen neighbourhood and PLACE based working.**

Once practice level PPGs are up and running from 1st April 2023, consideration will be given to PCN/Neighbourhood level PPGs being set up. This has been discussed initially with the PCN CDs and they are supportive of developing a PCN/ neighbourhood model in the longer term. Currently there is no contractual requirement for a PCN PPG, only for a practice level PPG, however the PCN CDs did feel that this model would perhaps be more beneficial to set up rather than reinstating previous borough wide PPG network as this is supportive of the neighbourhood development work and local direction of travel. The primary care team alongside Healthwatch Rochdale and local engagement lead will continue to work with PCNs to explore options for developing neighbourhood/ PCN level PPGs as we feel this will help provide patient insight into strategic plans of the PCN enabling networks to shape such strategies and plans with the patient voice in mind and supports the direction of travel as more and more services are being developed and delivered on a PCN footprint.

### **6. Re-establish a locality based PPG across the Rochdale borough and advise practice managers**

Please see response to recommendation 5 above, rather than a full locality based PPG we would be working with practices to look at creating PCN/Neighbourhood level patient groups to ensure that dialogue and agendas are focused on the local population needs. A Boroughwide group can water this down and become unwieldy, and the establishment of 6 PCN/Neighbourhood level groups may be more beneficial



#### Contact Us

Tel: 01706 249 575 No. 2 The Esplanade, Second Floor, Suite 5 Rochdale, OL16 1AE  
T: @HWRochdale W: [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)



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## Further work

Healthwatch Rochdale re-audited the GPs across the Rochdale borough throughout December 2023 and January 2024 to see if implementation of the PPG’s had been completed.

## Key Findings

Breakdown below per Primary Care Network areas

Primary Care Networks	Active PPGs 2022/2024	Due to restart / HWR support 2022/2024	No plan to restart 2022/2024
Canalside	3 3	2 0	1 3
Heywood	1 1	2 4	2 0
Middleton	0 2	2 2	4 1
Pennines	2 4	2 1	2 1
Rochdale North	3 5	0 2	4 0
The Bridge	1 1	2 2	3 3

**Yellow highlight** – Able to target support where PM responsive and requested help to restart PPG.

**Green highlight** – increased number of active PPGs since 2022.



Further findings from the 2024 PPG research showed:

- 95% of practices had a dedicated PPG page on their website. Improved since 2022.
- 28% of practices were difficult to get through to by telephone or email.
- Reception staff were not aware of what a PPG is and had limited information to share.

## Recommendations

Below is a table of recommendations which both primary care commissions and Healthwatch Rochdale will complete:

	Action	Deadline	Done
<b>1.</b>	<b>Request all practices update their website with up-to-date PPG information.</b>		
	<ul style="list-style-type: none"> <li>• Discussed HWR report with PCN Clinical Directors re: contractual requirement</li> </ul>		
	<ul style="list-style-type: none"> <li>• Local Primary Care Team continues to work with PCNs and member practices to update PPG information</li> </ul>		
<b>2.</b>	<b>Contact GP senior partners and Practice Managers to remind them of the contractual requirement to deliver a PPG</b>		
	<ul style="list-style-type: none"> <li>• Both GPs and Practice Managers will be included in further communications reminding them of their contractual requirements regarding PPGs</li> </ul>		
<b>3.</b>	<b>Offer information, support and training for all GP Practice Managers to re-establish their PPG with information from NHSE and Healthwatch Rochdale (HWR)</b>		

## PPG re-audit – January 2024

	<ul style="list-style-type: none"> <li>Work with HWR to support the GP practices to re-establish their PPGs.</li> </ul>		
	<ul style="list-style-type: none"> <li>Meetings are being set up between HWR and the primary care team and local engagement lead to explore resource and support that Healthwatch has to offer in order to provide a joined-up offer of support to practices.</li> </ul>		
	<ul style="list-style-type: none"> <li>HWR created a support pack for practice PPGs</li> </ul>		
	<ul style="list-style-type: none"> <li>HWR offer of individual practice support</li> </ul>		
	<ul style="list-style-type: none"> <li>Further discussions with PCNs and practices for them to consider how they would like to take these offers forward to gain the maximum benefit of the information</li> </ul>		
<b>4.</b>	<b>Request all GPs to train reception staff on what a PPG is.</b>		
	<ul style="list-style-type: none"> <li>HWR resources will be shared with practices</li> </ul>		
	<ul style="list-style-type: none"> <li>We will request that practices ensure all staff are aware of the PPG and its role.</li> </ul>		
	<ul style="list-style-type: none"> <li>We will share the information with Primary Care Academy (PCA) and follow up whether this can be included as part of regular receptionist training offers</li> </ul>		
<b>5.</b>	<b>Create Primary Care Network PPG meetings to strengthen neighbourhood and PLACE based working.</b>		
	<ul style="list-style-type: none"> <li>Once practice level PPGs are up and running (01/04/24) consideration will be given to PCN/Neighbourhood level PPGs being set up. Discussed initially with the PCN CDs and they are supportive of developing a PCN/ neighbourhood model in the longer term.</li> </ul>		
<b>6.</b>	<b>Re-establish a locality- based PPG across the Rochdale borough and advise practice managers</b>		

## PPG re-audit – January 2024

	<ul style="list-style-type: none"><li>• 6 PCN/Neighbourhood level groups may be more beneficial</li></ul>		
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<sup>1</sup> From the Formal Response of the Head of Primary Care, Community & Neighbourhoods (Heywood, Middleton and Rochdale) NHS Greater Manchester Integrated Care. 2022

**Commissioners Response** – Response of the Head of Primary Care, Community & Neighbourhoods (Heywood, Middleton and Rochdale) NHS Greater Manchester Integrated Care

We are happy to take forward all the recommendations summarised in the above report working with Healthwatch to agree appropriate timescales and deadlines against each recommendation as we would like to work in partnership to deliver these.

For the final recommendation we would first need to pick up discussion with the PCN CDs and the relevant neighbourhood meetings in order to agree longer term aspirations and a timescale for implementation noting that each neighbourhood is at a different level of development.

I would like to take this opportunity to thank Healthwatch for this piece of work and the development of the recommendations. Myself and the primary care team look forward to working closely with HealthWatch Rochdale to take these forward and to support the GP practices to fully reinstate effective PPGs .

This report has also been added to the Health Overview and Scrutiny committee for oversight.



# Contact us



Healthwatch Rochdale  
No. 2 The Esplanade  
Second Floor, Suite 5  
Rochdale  
OL16 1AE  
Tel 01706 249 575  
[info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)  
[www.healthwatchrochdale.co.uk](http://www.healthwatchrochdale.co.uk)



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