

**Patient Participation Annual Event
Thursday 12 October 2017
Corn Exchange, Devizes**

We were really pleased to have over 40 members representing 16 different practices across Wiltshire at our recent PPG event, held on Thursday 12 October 2017.



Christine Reid, Lay Member for patient and public involvement at Wiltshire CCG welcomed members to the event at the Corn Exchange in Devizes.

Dr Richard Sandford-Hill, Chair of Wiltshire CCG and Liz Rugg, Director of Operations for Medivo kicked off the presentations and talked about the new

urgent care model for Wiltshire.

In line with NHS England's Five Year Forward View, Wiltshire CCG is developing a functionally integrated 24/7 urgent care service. We know locally that patients are unsure where to go when they need to access healthcare services and the CCG is committed to making it easier for patients to access urgent medical clinical advice when they need it.

To help take the strain off A&E and acute hospitals by providing more services in the community, we want to be able to offer convenient alternatives, including urgent care centres, same day GP appointments and more nurses, doctors and paramedics being available for clinical advice when you call 111. Plans include rolling out enhanced triage across urgent care services where GP out of hours and 111 services will be combined.

Medivo has been awarded a five year contract to provide integrated urgent care services across



Wiltshire, Bath and North East Somerset (BaNES) and Swindon and part of that contract takes responsibility for running the NHS 111 service. This will include the development of a new locally managed 'clinical hub'.



The clinical hub will be Wiltshire based and where necessary 111 callers will be able to talk to a team of experienced health professionals who can collectively make clinical assessments, give advice and arrange urgent care if required.

Callers to 111 will be required to listen to a short series of options, to help direct them to the right team according to their reason for calling. PPG members were invited to give their thoughts on the ordering of the options and also on the wording that callers would hear.

Here are some of your ideas and views provided as part of the session:

Make clear the number of options available

Use the 5 options choice, with the fifth for hearing the options again

If you are in a queue, be told what number you are

There were some really helpful responses, and your views and ideas will feed into the wider consultation underway.

Lunch (and what a great lunch it was!) provided the opportunity to network and for questions and comments to be posted on the boards available ready for answering in the afternoon session.

After lunch, Dave Reeves from the Avenue Surgery in Warminster talked about how the surgery had recruited new members into their PPG and how they support the practice; helping at flu clinics, doing a practice walk around and even radio interviews!



It was a great insight into how one PPG is recruiting and using their members effectively. If you want to know more, Dave's more than happy for you to contact him directly:

daveandchrisreeves@btinternet.com

The final session of the day centred on the questions that had been posted during the lunch break, with Christine Reid and Sarah MacLennan leading a group discussion. Participants also used the time to share their thoughts on the event, particularly highlighting the opportunities to network and learn.



When we meet again in January, we will update you with some thoughts about how you can share information more easily between PPGs.

I know that due to Emma's illness, many of you were disappointed that the presentation on 'Supporting Carers' did not go ahead at the event in October, but we are pleased to announce that this will be included in January's event being held on 16 January in the Corn Exchange, Devizes.

Carers have an important role in our communities and helping to support them in their caring role is vital for primary care – this presentation will give you lots of ideas on how you can work with your practice to support carers.



Your feedback on the event

Many of you took a few minutes to share your thoughts and gave us comments on the event which we will use to inform us how we run these events in the future.

1. Overall, how do you rate the effectiveness of this event?

Very Good	Good	Average	Poor	Very Poor	Total
9	17	2	0	0	28

Nearly everyone that answered this question found the event beneficial, which is wonderful news to hear. We will keep the event in its current format as this style seems to work for most attendees.

2. How do you rate the following aspects?

Presentations

	Very Good	Good	Average	Poor	Very Poor	Total
Welcome	14	7	4	0	0	25
New Urgent Care Model	18	8	1	0	0	28
Workshop	10	11	2	1	0	24
Avenue Surgery	9	11	3	0	0	23
Group discussion	6	11	3	1	0	21
Close	4	1	4	0	0	9

Most of you enjoyed all the presentations, especially the Medvivo one on Integrated Urgent Care delivered by Liz Rugg. Some of you felt the presentations were too long and going forward we will limit presentations to no longer than 20 minutes per presenter. You would also like to hear from more other PPGs and we are actively encouraging PPG to present at the next event.

Venue

	Very Good	Good	Average	Poor	Very Poor	Total
Facilities	17	9	2	0	0	28
Accessibility	9	10	7	2	0	28
Lunch and refreshments	22	4	1	0	0	27

There were varied comments about the venue, with a majority of you positive about where the venue is located and the facilities that they provide and nearly all of you enjoyed the fantastic lunch that was provided.

The day the event is held is very important to ensure it is a successful event. We have taken on board that in Devizes, Thursday is not a good day to hold an event due to the many other activities going on in the Corn Exchange and Market Place that day. Going forward we will be holding event on other days in Devizes and the next event has been schedule to take place on a Tuesday.

Other

	Very Good	Good	Average	Poor	Very Poor	Total
Pre-event communications	7	8	4	3	1	23
Question boards	4	12	3	0	0	19

Some of you did not get a direct email to your PPG group to let you know about the event taking place. We will be working with the practice managers to update our database to ensure that we have direct emails addresses for PPG chairs. Information will also be sent out to practice mangers to forward onto PPGs as well.

3. How would you rate the following statements?

	Agree	Disagree	Not Sure	Total
I had plenty of opportunities to share my views during this event	20	0	0	20
My views were listened to	19	0	0	19
I have new ideas that I can share with my PPG group	18	0	1	19
I would recommend the annual PPG event to others	19	0	0	19

We were delighted that everyone who had completed a feedback form felt that they have plenty of opportunities to be heard at the event and those views were listened to. It is also encouraging that many of you are taking away ideas that you can share with your group and you would recommend the event to others.

General comments

An eye opener re: PPGs, functions and constitutions and Medvivo's role, existence even.
[We want to keep you informed about what is happening at the CCG and will use this forum as an opportunity to update you. We also want to provide you with the materials that you need to help support you managing a PPG successfully – we will be talking to you about this at the next event.](#)

Please consider an earlier start, closing with (optional lunch) – appreciate that 10.30 start enables participants to come from further afield.

An earlier start (9am) and therefore earlier finish would be appreciated.

[We have taken this on-board and the next event will be starting at 9am finishing with lunch at 12.30pm.](#)

Have arranged to visit other PP groups and vice versa.

[That's wonderful to hear and we want to encourage more PPGs to network and learn from each other.](#)

