

TABLE TOP COMMENTS

Topic 2. *Patient engagement will contribute to the future of the NHS. Q1. Is this possible? Q2. How do we make it happen? A). Encourage friends, families etc to engage with the NHS. B). Support NHS engagement i. PPG's ii. Working with other practice volunteers. Iii. Promote within practice and community. Q3. What are the benefits of engagement? a). Better services, tailored to patient needs, effective services. b). Patients more aware of the services available. c). Others.....*

- There is a long way to go, now the voice is very small
- How does PPG get heard and listened to?
- Patients need to be heard, taken seriously, have more weight with what they say
- Doctors are biggest barrier
- Funding – no funding – not much funding for patient engagement – PPG's etc
- PPG's recommend that the practice manager and doctors attend some meetings
- Support from engagement leads
- More communication from Health Centre to patients, changes etc.
- Collaborative approach to good practice – info sharing
- Social element for patients
- Patients want to be welcomed and feel important
- Practice staff need to be approachable
- They are there because of illness

Patient Engagement

- Evaluation forms – are they really representative of the patients voice due to low return
- Patients determining criteria for patient survey
- Can we have another feedback mechanism to reach larger patient audience
- Patient led survey would be good, it is not just the questions the practice want to ask
- Patients not always willing to participate in surveys when asked
- Use of patient feedback – 'you said, we did'
- Being proactive showing the difference made – practical opportunities
- PPG led consultation and report – published annually
- Massive variation of practices engagement with PPG's
- Need to make sure PPG's are not exploited could feel that they are a 'tick box'
- PPGs are volunteers, but want to do a good job
- Highlight benefit of PPG's

- PPG essential for CQC inspection grading
- Recruitment for PPGs at events e.g. Flu jabs
- Recruitment – quality can be a problem with PPG’s – how do we get the best people
- Engage people with specific skills
- More communication between different PPG’s
- Practices are different – geographically, members etc
- Champion in surgery – engagement with external organisations could be a good idea, maybe similar to social prescribers
- How do PPG’s learn about budgets for their practices
- Practice Health Champions/ do all practices have them.
- Ideas book
- Joining forces – resources with other practices