

NHS Birmingham and Solihull CCG PPI Review Action Plan actions relating to the review of NHS Birmingham CrossCity, NHS Birmingham South Central and NHS Solihull CCGs engagement approaches in 2018

Area Requiring Improvement	Action To Be Taken	Deadline
<p>CCG website needs to contain up to date information, be written in plain English and consistently publish outcomes to consultations/surveys and feedback to patient comments</p>	<p>The CCG have relaunched their new website and now have content around “You said we did”, information relating to consultations and engagement activities and has a page dedicated to promoting how people can get involved.</p> <p>These changes have greatly improved patients and the public’s ability to become involved in engagement/consultation activities and understand how their views are being used to influence change.</p>	<p>Action Completed</p>
<p>CCGs do not currently have consistent processes in place to record demographic data of people currently supporting them with engagement activities. This suggests that no robust engagement strategy is in place for ensuring engagement activities are equitable and fully representative of localities serviced</p>	<p>The CCG routinely use survey monkey to collect feedback from patients and members of the public. A demographic collection page has now been added to all surveys. Data collected via this route is analysed by the procurement team and used to inform service specifications.</p> <p>Difficulties recruiting people to PPG’s is particularly prevalent in GP practices located in the east of the city. The CCG are currently scoping community groups/leaders with the aim of establishing partnerships. It is hoped that these partnerships will support the CCG to carry out a study to identify what specific barriers exist for people taking up posts in PPG’s.</p>	<p>Ongoing</p>
<p>Two thirds of the people participating in the review have highlighted that they do not receive regular policy updates</p>	<p>The CCG have relaunched bi-monthly PPG Group meetings now called PPG Forum. The Agenda for these meetings has been changed to contain sections where members have an opportunity to discuss/agree topics for discussion at future meetings, receive CCG policy updates and feedback around how their views have influenced change.</p>	<p>September 2019</p>

	Three meetings have been convened using the new Agenda and the CCG have agreed to evaluate these changes to ascertain whether they have been effective in improving member satisfaction.	
The numbers of people supporting CCG engagement activities outlined previously are low with many individuals sitting on multiple groups limiting diverse perspectives from being heard	The CCG are making greater use of social media and are using Facebook advertising to promote small engagement activities. This approach allows the CCG to target specific localities and has been extremely successful in gaining greater participation from a more diverse group of people.	Ongoing
Almost 50% of PPG representatives attending meetings could not demonstrate robust mechanisms for collecting and providing feedback to practice patients thus reducing effectiveness and impact of meetings attended	Work has been undertaken to develop specific support packages for GP practices to strengthen the effectiveness of current PPG's and also to support the development of new groups.	Ongoing
Approximately 30% of people participating in our review stated that they did not feel able to effectively influence topics for discussion	Refer to changes to PPG Forum Agendas and await evaluation of new meeting structures.	September 2019
80% of people participating did not feel able to influence decisions around commissioning decisions or service developments. This perception was supported by CCG staff with only 5 of those participating in our questionnaire stating that patient feedback was consistently used to influence CCG decisions	Refer to changes to PPG Forum Agendas and await evaluation of new meeting structures.	September 2019
Complaints teams do not routinely share valuable information with Communications and Engagement teams	The Patient Experience and Complaints team have now merged, greatly assisting the sharing of information.	Completed
Governing Body Meetings do not consistently receive updates relating to PPI activity	Patient experience and complaints reports are presented to the Governing Body on a quarterly basis. This route ensures that the Governing Body are kept up to date with all PPI activity.	Completed