

PPG patient leadership course

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Background – why run a PPG patient leadership course?



Patient feedback

- **PPG Patient Chair:** need to raise awareness amongst patients and support PPGs

Healthwatch feedback

- **Feedback from local people** via Healthwatch: need training on how to get involved

GP practice staff feedback

- **Baseline GP practice survey:** 'Lack of patient interest'
Verbal feedback: PPG dynamic sometimes felt adversarial

Background – how?

Coaching & leadership model

London Leadership Academy (LLA) & Professor Lis Paice

Benefits of innovative, locally-tailored, in house, coaching style model

Stakeholder engagement

Practice Manager Forums & GP practice meetings

GP Federation

Primary care team

Director level coaches

Coproduction sessions

Coproduced from the start with PPG Patient Chair & Healthwatch CWL

2 wider coproduction workshops with patient reps & CVS

Adapting LLA approach

Challenges

Finding the right model

- Balancing evidence-based best practice with local needs

Stakeholder buy in

- GP Federation
- GP practice staff
- Patient reps/PPG members

Financing

- Catering £607.50 (50/50 with Healthwatch); venue £510.00
- GP Federation covered coproduction workshop costs

PPG development - resource

- On-going – needs a full time co-ordinator

Patient recruitment

- First approach: via Practice Managers
- Second approach: practice & community outreach

Benefits and added value



- **For patients and the public**
 - “I had no idea what patient participation was, but if it is like this, I am in!”
 - 85% agreed that the course had improved their confidence, skills & knowledge as a PPG member, and would like to attend future courses
 - 90%: ‘excellent’ & would recommend to other patients
 - Individuals: Health Hero nomination; signposting
- **For the CCG** - “It was amazing! So many positive people and contributions, so much energy.” PRG members; new PPG Chairs and members; widened network; engaging other stakeholders e.g. “R NHS” campaign with QPR FC & WLHP, GP and directors

What's next?



Measuring impact

- 2 follow up surveys to GP practices; compare to baseline survey
- Survey to attendees; no. of people joining PRG / PPGs, their experiences, & YSWD



Follow up support to first trainee cohort

- Ad hoc email, face to face support & guidance tailored to need
- Ask the cohort what materials & support they need; follow up session organised for April



Next training cohort

- Identify and target underrepresented practices from first cohort
- Late April – train 2nd cohort



Widen roll out of the model and approach

- Tie in with NW London Citizens' Panel
- Share learning with others via LLA and NHS England



“R NHS” campaign, Pride in Practice

- PPG Patient Chair involved in PPG leadership training also coproducing “R NHS” campaign
- “Pride in Practice” funding established via LGBT Foundation