

Mentoring Programme

Summary Report



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June 2016



NHS
Harrow
Clinical Commissioning Group

Summary Report: Mentoring Programme

This Summary Report highlights two key components of a Compact agreement between LB Harrow's GP-led Clinical Commissioning Group (CCG) - the NHS statutory body responsible for planning and commissioning healthcare services locally - and the Harrow Patient Participation Network (HPPN) - which comprises a voluntary non-profit group of members from local patient groups. HPPN's core purpose is to offer their support in helping Patient Participation Groups (PPGs) to be effective representatives of the patient voice.

The Context

NHS England's Five Year Forward View (5YFV-2015-2020) contractually obliges *all* GP Practices to have a Patient Participation Group (PPG). This obligation aims to guarantee that patients play an active role themselves in helping to develop and deliver the more holistic approaches to public healthcare that are now being adopted by CCGs and Practices to prevent avoidable ill health. It also aims to empower patients and communities and to integrate services.

In response to the 5YFV, Harrow CCG and HPPN came together in December 2015 and jointly created a Compact agreement that sets out clear guidelines for how the two organisations, one statutory the other voluntary, can work best together to optimise appropriate patient involvement in delivering high quality public health care at the local level.

Two Key components of the Harrow CCG and HPPN 2015 Compact are:

- 1. Partnership Mentoring Programme**
- 2. Creating and implementing an evidence based PPG framework for assessing excellent patient participation**

The two strands of activity above are closely aligned in terms of their design, implementation and outcomes. Together, they form an integral part of HPPN's new Mentoring Programme that is structured in four phases:

- I. Research & Planning, including evidence based data
- II. Implementation: mentoring training and support
- III. Monitoring & Evaluation, including data and feedback from participants
- IV. Developing a PPG Framework to reflect excellent patient participation

The Mentoring Programme and related documents were devised in December 2015. The two main documents were a *Questionnaire for PPGs and Practices* and *Mentoring Guidelines for mentors and mentees*. The design of the Questionnaire drew directly from a document created by the National Association for Patient Participation (NAPP) - ***Growing Patient Participation, 21 ways to help your practice thrive***. The document gives examples of how PPGs across the country help build and encourage active engagement between patients and their GP Practices. These examples helped provide the basis for closed questions requiring an initial **Yes** or **No** response to assess perceptions of the current situation. A further simple response - (**For**) or (**Against**) - was sought on whether or not either the PPG or the Practice was in favour of the actions stated as possible future developments.

In conducting this research the HPPN took care to gather the views of both PPGs and their Practices, in order to establish the grounds for a consensus on what both sides considered excellent patient participation to be. Moreover, whether PPGs were already engaged in the performance indicators outlined in the questionnaire and, if not, whether they would be interested in doing so in the future.

This report is based on the data collected from completed questionnaires returned by 16 PPGs and 28 Practices in the London Borough of Harrow. **Section 1** relates to the need for **Mentoring Support**. **Section 2** lays the foundations for an **Assessment Framework** to assess what excellent patient participation might look like for PPGs and Practices in Harrow.

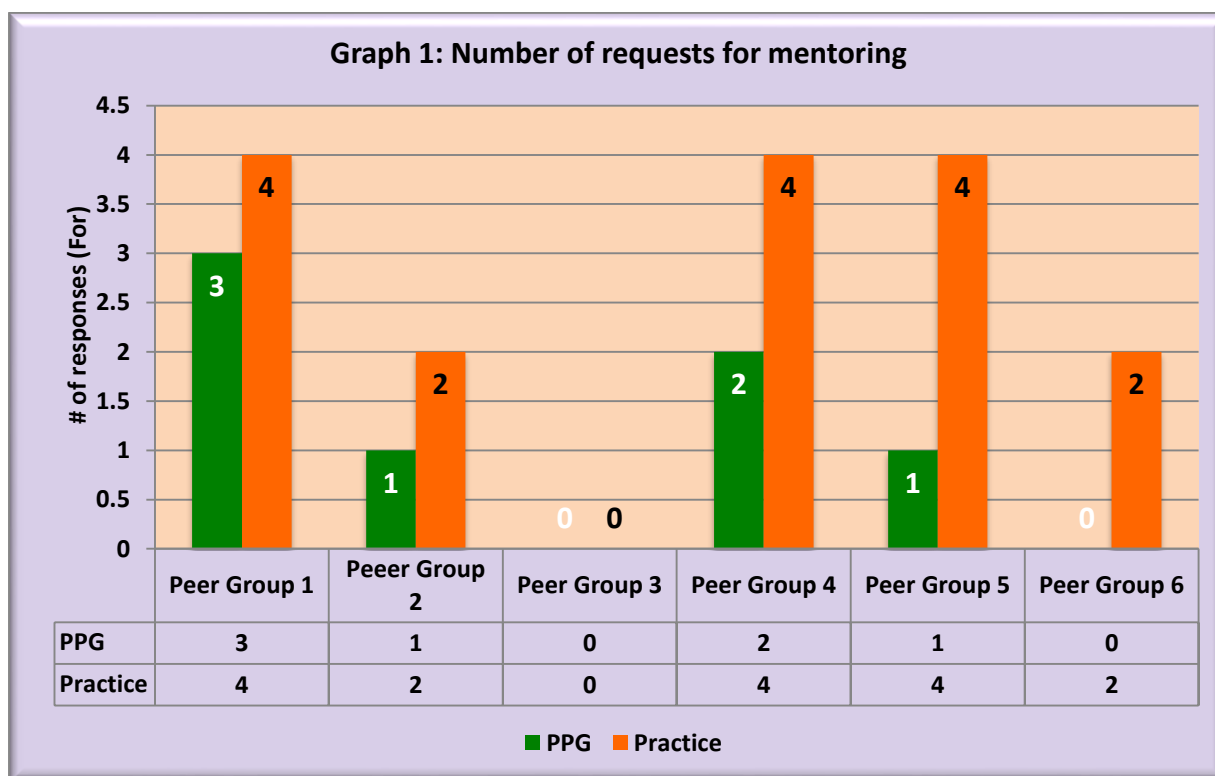
Section 1: Mentoring Support

The data presented here relates to the question: ***Would your PPG benefit from some additional support via a mentor from a more established PPG?***

Table 1 shows 44% of the PPGs who participated in the survey expressed a wish for mentoring support with 57% of Practices voicing a similar request for their PPG. 29% of Practices did not comment. One Practice stated their PPG was totally autonomous and so did not wish to comment on their performance. It is unclear whether the other 25% of Practices had the same view or simply did not respond to the question. Only 14% of Practices had confidence in their PPG. There was a difference of opinion in a small number of cases where 12% of PPGs (2) didn't think they needed support, a view not mirrored by their Practice. **See Table 1 for a breakdown of results.**

	Yes to Mentoring Support	No	No Response (NR)	Total No of Responses
Number of responses from PPGs	7 (44%)	7 (44%)	2 (12%)	16
Number of responses from Practices	16 (57%)	4 (14%)	8 (29%)	28

Table 1: Survey results showing responses for mentoring support



Future Actions:

- Implement mentoring training programme x 4 sessions
- Identify mentors and assign to mentees
- Monitor and evaluate impact of support

Section 2: Framework for Excellent Patient Participation

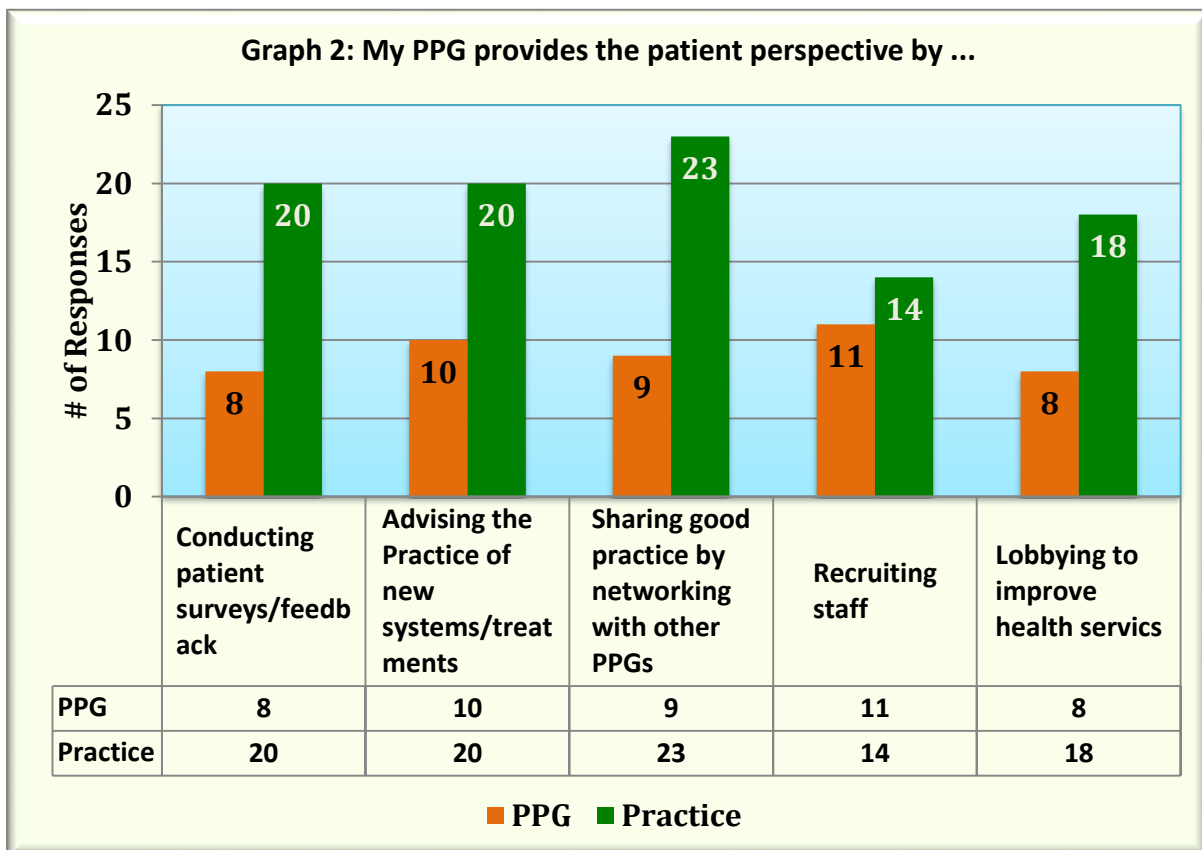
This data from this part of the questionnaire focuses on the current role of PPGs in relation to four specific areas:

- a. Developing the patient perspective
- b. Promoting health matters
- c. Improving communication between patients and the Practice
- d. Influencing the development of health services for patients

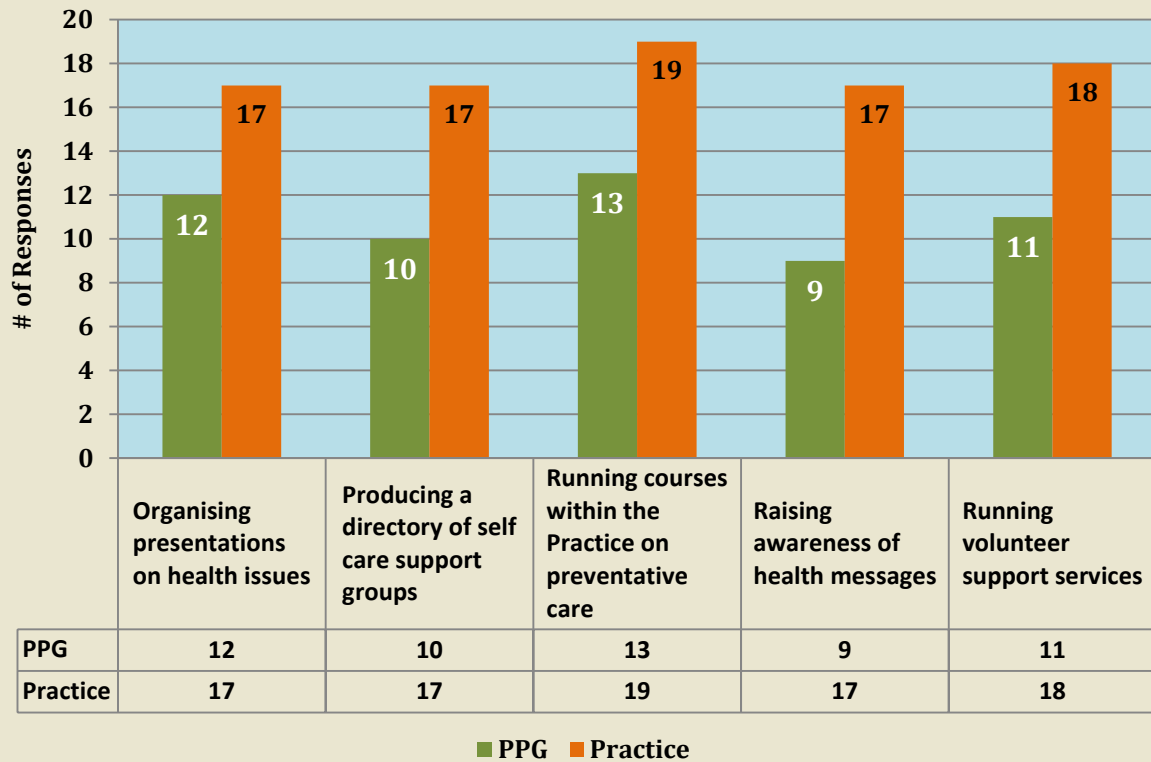
It is evident from the data gathered in **Appendix A** that both PPGs and Practices are in favour of active and purposeful patient participation. The evidence also shows that whilst a few PPGs are well established and are already engaged in some of the activities identified in the questionnaire, the majority of them are either new to the role or in some cases, not yet active. Particular PPGs face considerable challenges in recruiting members/volunteers. This suggests they may require additional support in the longer term to become a fully effective PPG.

Respondents were also asked to express an opinion on whether they wanted the PPG to introduce or develop the activities identified in each of the areas.

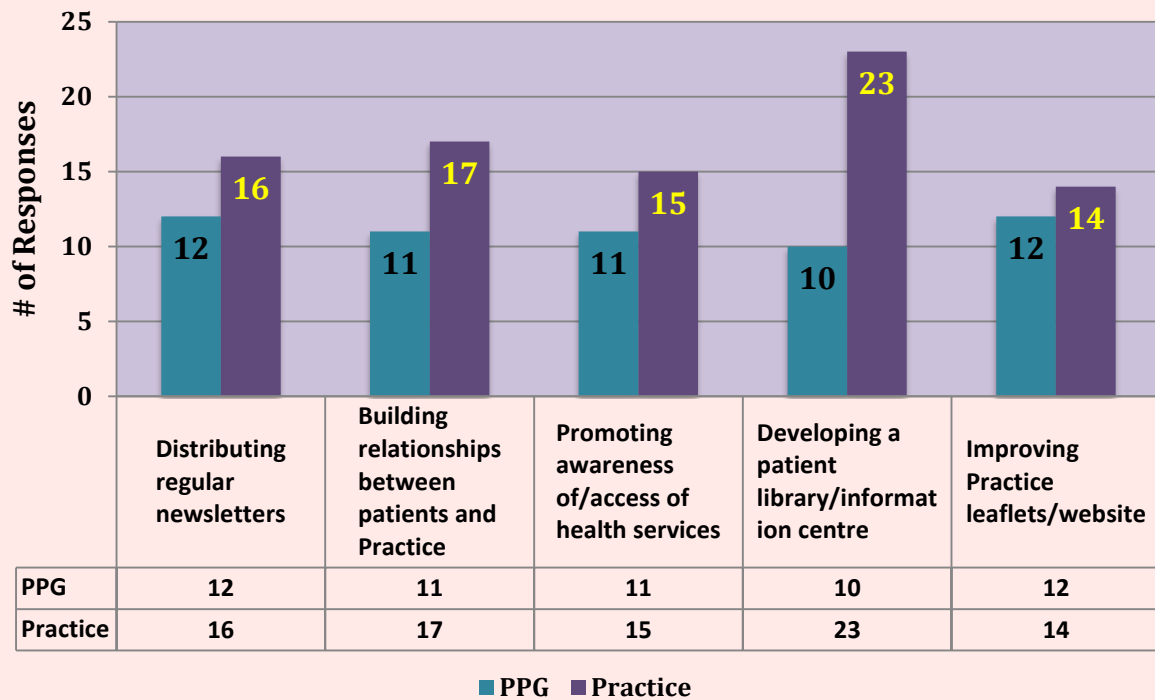
The survey results, represented in the four graphs below, show an overwhelming support from both PPGs and Practices for these activities to be implemented or developed as part of the PPG's role. How this collaboration between the two parties can and will develop is not yet certain. There is no doubt, however, that an effective PPG can be of huge value to its Practice. This is especially important in the current climate where Practices face persistent challenges, whether in staff recruitment and retention and/or in having to improve facilities and services, notwithstanding federations or mergers with other Practices, which can bring either threats or opportunities.

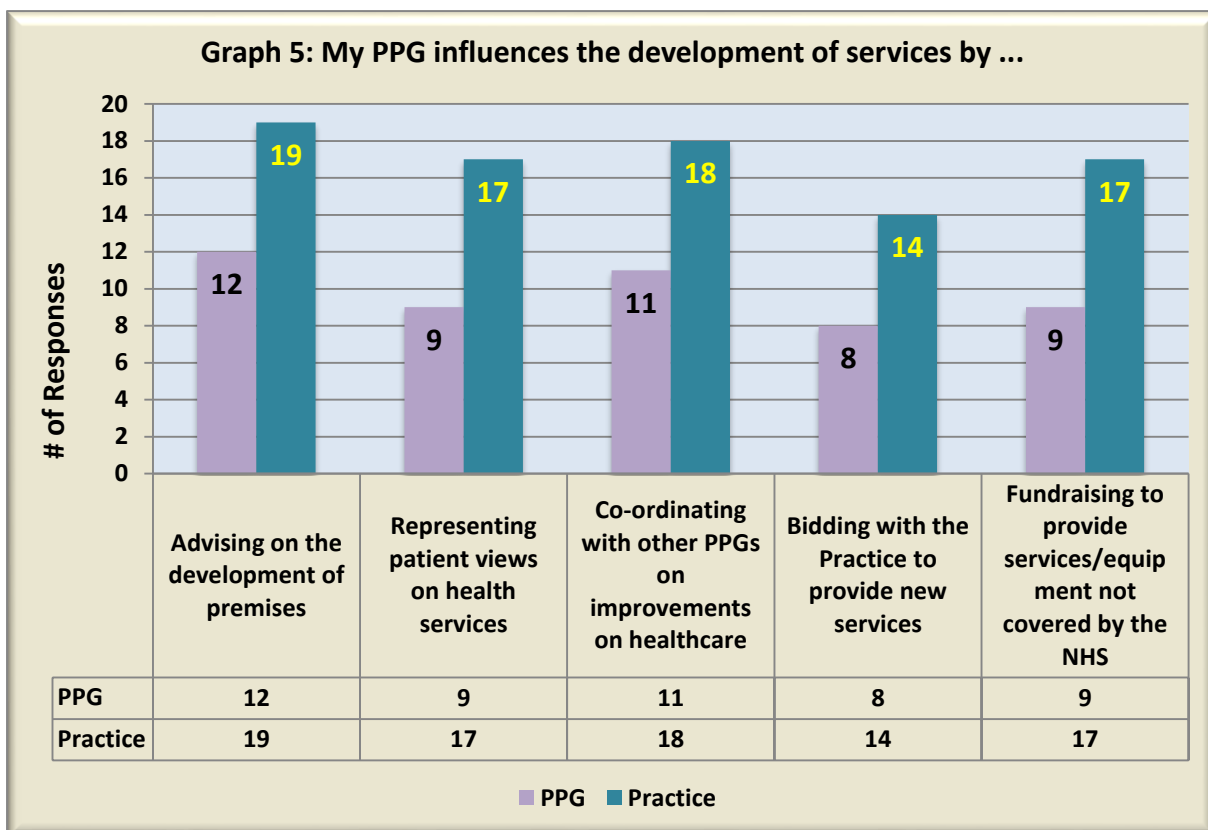


Graph 3: My PPG promotes health matters by ...



Graph 4: My PPG improves communication by ...





Future Actions:

- Use the data gathered to inform an assessment framework for measuring a PPG's effectiveness
- Use the assessment framework as a benchmark for PPGs to identify their developmental priorities and plan strategically for the future
- Seek input and feedback from both PPGs and Practices
- Disseminate good practice

Conclusion

The evidence presented in this Summary Report shows complex variations across individual PPGs on many of the performance indicators. This suggests that a lot more has to be done to support PPGs if they are expected to take a lead on developing patient engagement initiatives. Providing mentoring support alone will not necessarily be sufficient in itself to **'universalise the best'** - Nye Bevan founding vision for the NHS exactly 70 years ago - in respect of getting *all* PPGs working at optimum efficiency with their Practices at all times. But it could prove a crucial starting point in achieving that goal.

What is clear from the data, however, is that PPGs and Practices alike share a wish to engage in, and to develop effective patient participation.

At a time when the success of the 5YFV is dependent on patients being active participants in decisions about their care, it is imperative that Practices support their PPGs to develop and innovate. Our ageing population and the increasing number of people living with co-morbidities require Practices to work in partnership with their PPGs to achieve successful public health outcomes - where patients are engaged in the decisions about their care and fully supported to take care of themselves as individuals and as communities.

Appendix A

SUMMARY DATA

The data collected from the questionnaires is recorded below and reflects the views of representatives from both PPGs and Practices in the LB of Harrow. Data was collected between January 2016 and June 2016.

PERFORMANCE INDICATORS	PRACTICE RESPONSES					PPG RESPONSES			
My PPG provides the patient perspective by ...	YES	NO	FOR	AGAINST		YES	NO	FOR	AGAINST
Conducting patient surveys or collecting feedback in the waiting room	21	7	20	1		7	8	8	1
Advising the Practice and patients of new systems and treatments	25	2	20	1		8	6	10	1
Sharing good practice by networking with other PPGs	16	11	23			10	4	9	
Sitting on recruitment panels for new staff, including GPs	4	23	14	11		0	14	11	3
Lobbying to improve a whole range of health services	24	4	18			9	6	8	
My PPG promotes health matters by ...	YES	NO	FOR	AGAINST		YES	NO	FOR	AGAINST
Organising presentations on important health needs/issues	17	11	17	1		5	7	12	
Producing a directory of self care support groups	8	19	17			4	11	10	1
Running courses within the surgery on health topics/preventative care	9	19	19	1		3	12	13	
Raising awareness of key public health messages	16	10	17			10	5	9	
Running volunteer support services	13	13	18	2		5	10	11	1

My PPG improves communication by ...	YES	NO	FOR	AGAINST		YES	NO	FOR	AGAINST
Distributing regular newsletters	21	7	16	1		10	5	12	
Building two-way relationships between patients and the Practice	26	2	17			10	4	11	
Promoting awareness of and access to local health services	20	7	15			10	4	11	
Developing a patient library or information resource centre	11	18	23	1		2	12	10	
Improving the practice leaflets and website	16	7	14	2		7	7	12	
My PPG influences the development of services by ...	YES	NO	FOR	AGAINST		YES	NO	FOR	AGAINST
Advising on the development of new or existing practice premises	18	10	19	2		5	11	12	
Representing patient views on the purchase of health services	16	10	17	2		3	12	9	1
Co-ordinating with other PPGs to improve wider healthcare delivery (Members of HPPN)	17	10	18			10	5	11	
Bidding with the Practice to provide new services	9	16	14	3		2	12	8	2
Fundraising to provide services/equipment not covered by the NHS	10	15	17	5		2	12	9	4
Would your PPG benefit from some additional support via a mentor from a more established PPG?				Yes	No	No Response			
	Practice			16	4	8			
	PPG			7	7	2			

Additional comments	
PRACTICE	PPG
<ul style="list-style-type: none"> • We face a major problem where patients are either not willing or unable to join. • Possibly, (to mentoring support) but there is a lot of variety between Practices • Would benefit from additional information of what type of activities PPGs can get involved in for the Practice • We have an incredibly autonomous independent PPG that develops itself. I couldn't answer for them. • Thank you for all your hard work in raising the profile of PPGs. 	<ul style="list-style-type: none"> • We would like to hear from PPGs who have good two-way communication between patients and Practice staff, avoiding the risk of the PPG being merely the messenger. • It is felt that the production of a directory of self-care support groups should be the remit of the local authority. Expecting volunteers to do this in each Practice would be unreasonable. • Sharing good practice and ideas with other PPGs would benefit the growth and development of all groups. • Some of the questions posed could be considered quite intrusive and not the domain of the PPG. • We would like to share the experience of running an annual Heath Fayre with interested PPGs. • We have six members who attend meeting hence restricted in what we can do.