

## Wyre Forest Health Partnership (WFHP)

### How Does Wyre Forest Health Partnership Engage With Patients?

The Partnership of 6 GP practices is committed to ensuring that its patients are at the heart of planning and decisions we make, and will always listen and learn from their experiences of our services.

#### **The Board.**

The Partnership has a Board made up of 10 members. These are; a GP in the Chair, a Chief Executive, a GP site lead from each of the 6 sites, a Patient Representative and a Finance lead.

The Patient representative is appointed through an advert to each member of the individual site based Patient Participation Groups (PPG's). Applicants are then shortlisted and then interviewed for the role. This role lasts for three years, as stated in the Board constitution. This can be extended with Board approval.

The main role of the patient on the Board is to act as a "patient voice". They also act as a critical friend to the Board on matters relating to patient care, and to hold the Board to account for patient services. The role also includes taking regular feedback from the 6 site based PPG's and to feed back issues or concerns to the Board. The Patient Rep meets and liaises regularly with the PPG Chairs.

#### **Patient Participation Groups:**

Each of the six WFHP sites has a fully functioning PPG, working to a formal constitution. These groups each meet regularly with a GP from their practice, along with the Site Manager.

The PPG's take part in undertaking and/or reviewing surveys on the performance of their practice, feeding back general patient concerns and ensuring the GP's and staff at their practice are focused on good patient care.

The PPGs also consider and support, when appropriate, projects that the partnership may be embarking on, e.g. Social prescribing, build improvements, etc.

Further to this there are at least 2 meetings a year when all the PPG members come together to meet with the WFHP Board Chief Executive, Chair, and Patient Representative. Latest news, plans and updates are shared and this 2-way communication is highly valued.

The WFHP Board has formally agreed on the following points, to ensure effective working for each PPG.

1. A GP Partner attends at least quarterly. A salaried GP may be invited.
2. The site Manager or their appropriate deputy, attends.
3. The Site provides key administration support for the meetings.
4. Meeting times should be flexible to help enable that a cross section of patients can be encouraged to join.
5. The expectation would be that PPGs would meet quarterly.

**If you wish to join a PPG please contact the site manager at your GP practice site via the details on the contacts page of your practice website.**

**Patient Feedback:**

If you wish to provide feedback on our services please contact the Site Manager of your practice, the details are on the contact page of our website

<https://www.wyreforesthealthpartnership.co.uk/>

The Board receives monthly updates on outcomes from the 6 sites, using the “Friends and Family” tests.

Find these at

<https://www.england.nhs.uk/fft/>

The Board also reviews all new posts on the “NHS Choices website” at

<https://nhs.uk/pages/home.aspx>

Each of the 6 sites and the Board have reviewed the latest information provided about us in the national patient survey annually. This data can be seen at the website

<https://gp-patient.co.uk/surveysandreports>

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