

BIRMINGHAM LINK

REPORT BACK SHEET

Type Of Meeting/Purpose : Patient Participation Group GP Surgery Meeting
Who attended: Co-Chair Mental Health Action Group Monitor
Date : Oct 14th 2011

On Oct 14th I have attended the 1st meeting of the Patient Participation Group (PPG) of Hillcrest Surgery Practice (Twickenham Road Kingstanding B44). The Birmingham local involvement network statutory Mental Health Action Group has a consulted-upon work-plan which does include GP Consortia liaison and working with new GP/HealthWatch arrangements.

The MHAG have already done small pilot study of PPG uptake across parts of Birmingham (30 practices) and we do liaise with Dr Mike Payne the joint-lead GP Commissioner for Mental Health In Birmingham at a Partnership Board .

For the digital link to see the Hillcrest Surgery please click on :

[HILLCREST SURGERY](#)

PPG's are part of an April 2011 "DES" directive whereby £1 10p is allocated across per patient for the purposes of growing PPG's . There are over 5000 patients attached to this Twickenham Rd Hillcrest Surgery practice. There is another Great Barr based part of the practice .

See information [digital link here on PPG guidance](#) issued by the NHS employers and General Practitioners Committee :

"Patient participation directed enhanced service (DES) for GMS contract Guidance and audit requirements for 2011/12 - 2012/13"

The Oct 14th 2011 Hillcrest Surgery PPG Meeting

It was a promising attendance at Hillcrest Surgery at 10 members of the public ; I am aware from reports PPG's have taken off poorly in parts of the UK - so this was a good start .

Both public and GP's and staff that attended this 1st event are keen . The Hillcrest Surgery has a website up and running for PPG purposes and is doing its best to reach out to public by leafleting people about the PPG . There is an awareness too that

public/patient engagement is partly difficult but this surgery already wants to try and get a survey on the move about how to improve its service if the patient and public wish that .

I have the draft version of that survey . Its a good start .

There will be another PPG meeting in a month (6.30 p.m. at night) which seems to suit everyone especially those who are engaged during the day . At that meeting it appears a PPG mission statement is likely to be formed and some terms of reference , perhaps a committee.

Birmingham LINK Help For PPG's ?

I do feel that the Birmingham LINK within its resources - might broadly help PPG's where it can, because of part of its ethos of aiding PPI and Social-Care Carer & User engagement and I suggest broadly we should try where we can to attend these PPG meetings in our nearby local practices to aid everyone if we can. We will need to find out what we can do over time .

In the meantime I would like as a start , some up to date, Birmingham LINK material sent to me for this surgery - so we can get into some kind of gear on this important issue of new engagements as we progress towards the re-structuring of "HealthWatch" too . Thus I will ask the facilitators to get back to me to see how this can be arranged . I am aware too that there might need to be a mapping exercise done of local resources by PPG's, since awareness of who is doing what, and offering what help or local service/resource could on at least my impressions be improved for everyone . That may be the case elsewhere in other localities too . It is for you to consider .

In this regard for this locality I am going to suggest some liaison with "[New Heights](#)" which is a nearby church resource centre creating many health/socially related activities . This information actually may not reach enough people (the only newsletter I know of is from the Parish Church) and there are counselling services available via connections with New Heights as well as domestic abuse , alcoholic recovery services , and Independent Carers Group (mental health) - also some education and training .

I do also believe we could ask our facilitators to contact [PPI Solutions](#) for advice on best PPG practice where it has already grown and perhaps later advise GP's too by way of aid to them . PPI solutions have a tracks record in good practice training . PPG's and GP's may well need help .

Please note I will reframe this email too as a LINK "Report-back" so we can share insights to the wider LINK . I will also include information below regarding "New Heights" latest bid to NatWest for £6000 for its community services. That bid

information contains some good primary source information about them . Please do feel free to share this .

SOURCED TO <http://communityforce.natwest.com/project/5008> :

"New Heights Warren Farm Community Project

We help empower our deprived community, with complex problems, to find and manage solutions to their predicaments. We offer a cradle to grave service to the most vulnerable: young people, vulnerable families, older people and the sick and their carer.

What does your charity/project do?

We grew from a small parish congregation to a registered charity. Our management board of local people has developed and implemented a robust business plan. In 2007 we obtained funding for a community coordinator. In 5 years we consulted with over 3000 residents, recruited and trained over 90 active volunteers to deliver key services & invited partnership working. We have opened a café interface and in 2010, we built a community centre. We host 22 service partners offering wide range of services.

How does your charity/project support the local community?

From having no services we now have over 22 partners working at New Heights reaching over 500 people weekly. In 5 years, over 450 people gained qualifications. Before tasking meetings' actions with police, fire & local authority were dominated by anti social behavior. Now, environmental issues require most actions. The Café is extended to offer domestic abuse service (one to one counseling/advice, befriending and advocacy). Our volunteers run the café, community centre, visit homes & other services."

What do you plan to use the CommunityForce award for?

New Heights is growing and there is more demand on the volunteering aspect of the project. We respectfully ask to consider funding a part time volunteer coordinator to work closely with our 90 volunteers, managing the recruitment, induction and development of new volunteers and giving support, guidance, and arranging accredited training to existing volunteers, along with implementing a process of celebrating the achievements of all our volunteers."

Report-back by Co-Chair Mental Health Action Group Oct 15th 2011