

*Having your say in health...*

## Patient & Public Involvement Forum for Salford Primary Care Trust



Annual Report  
1<sup>st</sup> April 2006 - 31<sup>st</sup> March 2007

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## **SALFORD PCT PPI FORUM MEMBERS 2006-2007**

Lillian Simons (Chair)

Margaret Donohue

Annie Brown

Harold Kershner

Samia Barkatali

Ann Cosgrove

John McDonald

June Wander (joined July 2006)

Royston Futter (joined December 2006)

The Forum would like to thank Annie Brown, who resigned in March 2007, for her past work with the Forum and wish her well in the future.

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### **Foreword from the Chair**

This year has been one of highs and lows. The first part of the year we concentrated on the proposed closure of the Maternity and Children's Services Unit at Hope Hospital. We had the most incredible public support and everyone tried so hard so imagine how disappointed we felt when our efforts failed to change the outcome. However, as I write this today there is a glimmer of hope.

Our Forum is small in quantity but large in quality and we were sad to learn the Suzy Farrow, our Forum Co-ordinator, is now able to give us limited time. She is incredible and manages to be there for us with her sound advice and great ideas. We also learned that Nicole, our Forum Administrator, would be leaving. She has been a most excellent administrator but we wish her well in her new endeavour and wish Kevin luck in the post.

We have been glad to help Salford Royal Hospital PPI Forum with their surveys and much appreciate the help we receive from John McDonald, the representative of the Salford Royal PPI Forum on our Forum.

We have a full work plan ahead and hope to achieve our goals because the future holds many more challenges.

My thanks to Black Health Agency for their continued support and to all our members for their hard work, patience and enthusiasm, I look forward to carrying on with the valuable work of the Forum.

## What do Patient & Public Involvement Forums do?

The Health and Social Care Act 2001 was replaced this year by the National Health Service Act 2006, this can be found via [www.opsi.gov.uk](http://www.opsi.gov.uk). Chapter 12 of the Act refers to Patient & Public Involvement (PPI) Forums. As the previous Act did, this placed a legal responsibility on the NHS to consult and involve the public, not just when a major change is proposed, but in the ongoing delivery and operation of services. PPI Forums are a key vehicle for raising awareness of the needs and views of patients and the public and placing them at the centre of health services. They have a number of roles:

- (a) To monitor and review the range and operation of services provided by, or under arrangements made by, the Trust for which it is established
- (b) To obtain the views of patients and their carers about those matters and report on those views to the Trust
- (c) To provide advice, and make reports and recommendations, about matters relating to the range and operation of those services to the Trust
- (d) To make available to patients and their carers advice and information about those services
- (e) In prescribed circumstances, perform any prescribed function of the Trust with respect to the provision of a service affording assistance to patients and their families and carers
- (f) Carry out such other functions as may be prescribed

The PPI Forum also have the power to enter and inspect any premises where Primary Care Services are being delivered.

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## About Salford Primary Care Trust

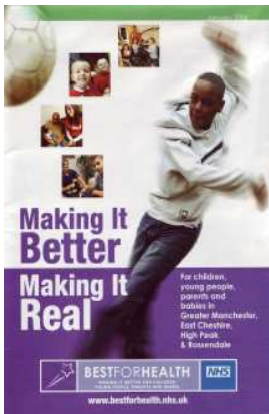
Salford is spread over an area of 37 square miles. Healthcare in Salford is provided and co-ordinated by Salford Primary Care Trust (PCT) which was established in April 2001. The residential population of Salford is over 216,000, whilst Salford PCT serves a registered population of in excess of 232,000. Salford's primary care is provided by 125 GPs in 61 practices; over 670 nurses; 230 therapists and technicians; 65 dentists; 80 opticians and optometrists; and 69 pharmacists and ancillary staff. They are supported by 300 administration and clerical staff and 110 managers and directors.

Salford has considerable health inequalities within its boundaries, so improving the health of the people of Salford is not simply about providing the best healthcare services; it's also about delivering the right mix of health promotion activities with social care services.

## What have we done?

Over the past three years the PPI Forum has been using a speech bubble shaped postcard to collect the views of patients and the public. We have been taking the postcards out to community centres, libraries, public events, medical centres and dentists to name a few. We have also sent them out to many community groups and residents associations across Salford. The comments we have received have shaped our work plan and the projects we have been involved with. Here are some of the main issues the Forum worked on during 2006/07. We produced reports for many of our pieces of work and these can be obtained by contacting our FSO, whose details are on Page 12.

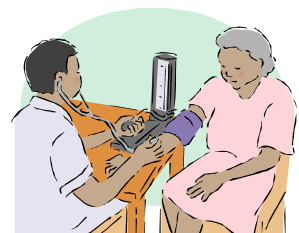
### Making It Better



A regional consultation into the future of Children's Services, entitled 'Making It Better, Making It Real' took place between January and May 2006. The consultation had huge significance for Salford, as services at Hope Hospital were at risk of closing. The PPI Forums in Salford joined forces and, with the Salford Advertiser and Salford City Council, were actively getting people to respond to the consultation voting for option C (which was the only motion that retained services in Hope Hospital). Forum members worked very hard collecting comments from the public, and the consultation had an unprecedented response. Unfortunately the decision made in December 06 did not favour Salford, and if this goes through, there will be no maternity or neonatal services at Hope. The Overview and Scrutiny Committee for Salford has however put the consultation process forward for a judicial review, the outcomes of this are not yet known.

### Access to GPs

A major trend that was clearly identified through the comments received from the public was that patients find it difficult to make an appointment with their GP. The members of the PPI Forum therefore decided to conduct a mystery shopper exercise. They phoned all of the GP practices in Salford, asking for their next emergency appointment. They also asked each practice whether it was possible to make appointments in advance. The results of this survey were published in the Forum's report - "Is there a Doctor in the house?". One important thing to note is that there is a responsibility for patients who can no longer make an appointment to ring in advance and cancel it. Then someone else can take that appointment and it isn't wasted. Most surgeries have several hours per week when appointments are wasted because people don't attend. Please contact us if you would like a copy of our report.



## Dentistry

Following the implementation of the New Dental Contracts at the beginning of April 2006, the PPI Forum invited Rob Haley, Deputy Head of Operations at the PCT, and John Breislin, a Salford dentist, to discuss how the new contracts were working. The feeling amongst dentists in Salford appeared to be that they were happy with the new contracts due to lots of groundwork done by the PCT prior to the contracts coming in. As such, Salford didn't lose many dentists when they had to sign up to the new contracts. Rob and John explained that dentists were now working to Units of Dental Activity and their income was related to these units. The hope with the new contract was that more people would be able to access dental care, as patients no longer needed to be registered with a dentist - they could then book in for treatment at any dentist.



To test how the new contracts were affecting patients and the public, the Forum conducted a questionnaire in both Salford Shopping City and the Ellesmere Centre. Members of the public were asked whether they have a dentist, how often they visit, whether they find it easy to make appointments and then also some questions about the new charging structure. For a copy of our recent report on dentistry, please contact us.

## APMS Procurement

Salford PCT invited the Forum to send a representative to the panel involved in procurement of GP services in Salford. The Alternative Personal Medical Services (APMS) contracts were to be up for public tender for 4 practices in Salford. However, after discussions with the practice staff, these contracts are now open for closed tender after consultation with the public on a specification document. Salford PPI Forum took up this opportunity and has had a representative on the APMS Procurement working party.

## Forest Bank Prison



The role of the PPI Forum is to represent patients and the public living in Salford. The prisoners at Forest Bank Prison and Young Offenders Institution also fall under the remit of the PPI Forum. Over the last two years, the Forum has tried to develop a partnership with the Prison to enable them to monitor the health services in the Prison. This has in the past been difficult, however, this year the PPI Forum has established positive links with the Independent Monitoring Board at Forest Bank and hope to work together to monitor the facilities and access to healthcare there.

## Access to healthcare services for carers

Through out the year, the Forum has been raising awareness about the needs of Carers when accessing Primary Care Services. Worsley MP Barbara Keeley raised a 10 minute motion in the House of Commons highlighting Carers Issues, the PPI Forum asked other Forums in the North West to then support this, and publicise the issues within their own PCT. The Forum has requested a response from the PCT regarding the recommendations listed in the report 'Best Practice, Better Practices'. This report was produced by the Princess Royal Trust for Carers and suggests, among other things, that carers should have easier access to advance appointments and that their appointments should be longer, as they often have to raise several issues at one time.



## Prescriptions



A worrying occurrence through the year was the number of comment cards we received about people receiving the wrong medication in their prescriptions from pharmacies. This is a potentially fatal mistake to make if people don't check their medication before they take it. These comments were passed onto the PCT, who then dealt with them. The Forum suggested that the PCT should produce some awareness raising publicity about how to complain about a pharmacy.

## LIFT

The Local Investment Finance Trust (LIFT) Centres in Salford have been a priority issue on the work plans of the PPI Forums since their inception. During the last year there have been many developments on the centres across Salford. The second centre, The Willow Tree Health Centre in Lower Kersal, was opened in December 2006 and also during the year the sites for the Pendleton, Eccles and Walkden LIFT Centres have been cleared and work has begun.

Members of the public continue to approach the Forum because they do not know what is happening about the LIFT centres. The Forum are concerned that not enough public consultation has been carried out and that decisions have already been made without patient and public input. The PPI Forum has a representative on the LIFT Project Board, and although during the year there have not been many meetings of the Board, it does now appear that the PPI Forum may be able to have some influence.



## Annual Health Check

Each year, the Trust must submit a document stating its compliance or non compliance against a set of core standards to the Healthcare Commission, known as the Annual Health Check. The core standards cover a wide range of areas, from clinical governance to infection control, staff training, patient records etc. The PPI Forum has space on the document to submit its own commentary



against the Trust's performance in areas of work the Forum has been involved in. Of particular concern to the Forum is the Patient Focus domain, which analyses the systems the Trust have in place to ensure effective patient care and includes areas such as: dignity and respect, equality, having easily accessible information etc. The Forum makes a comment based on its own evidence which is included in the document at the end of each financial year. These comments are included verbatim and sent to the Healthcare Commission, who may flag up any areas of concern with the Trust involved. This information may directly affect the score given to the Trust and so is a very important aspect of the Forum's work.



## Working in Partnership

### Food and Physical Activity Partnership

The Forum was invited to become part of the Food and Physical Activity Steering Group, this is one of the priority areas in Salford. Unfortunately, due to other work the Forum has been carrying out, they have not been able to fully engage with this piece of work. However, it is a priority issue for their next work plan.

### The Maples

There was some concern throughout the year that the Maples Unit, which is part of Salford Royal NHS Foundation Trust but funded by the Primary Care Trust, would change from continuing care and respite usage, to rehabilitation use. Both PPI Forums were involved in the meetings that then took place between the commissioners, providers and users of this service.

### Overview and Scrutiny Committee

Since May 2006, Salford PCT PPI Forum has had a representative co-opted onto the Community Health and Social Care Overview and Scrutiny Committee (OSC). Our representative has been welcomed as an equal contributor to the meetings. Due to conflicts



of interest, a PPI Member is not allowed voting rights on an OSC, but certainly in Salford, members have even been given the opportunity to present the PPI Forum's work at OSC meetings. This is a very positive relationship that both the PPI and OSC are keen to continue.

## **Working Together**

Throughout the year the Forum has supported events organised through the Working Together strategy. The 'Shaping Services' events are a key way that both the NHS and the Council consult with and inform people about services in Salford. Forum members are eager to support these events and encourage members of the public to attend.

## **Foodwatch**

In April, members of the Salford PCT PPI Forum worked with the Salford Royal NHS Foundation Trust PPI Forum to survey inpatients about the food they receive in Hope Hospital. The outcome of this report showed that on the whole, patients were happy with the food they received; it was hot, nutritious and they have a reasonable choice. Unlike other hospitals, patients felt that they had support with eating their food if they needed it. However, there was still room for improvement in some areas.



## **Our top tips for accessing healthcare services in Salford**

If you are looking for a Doctor or a Dentist, look on the Salford PCT website, phone or check NHS direct online, or contact the Salford PCT Customer Care department. All of these will have lists of surgeries and they should be able to tell you if they are taking on new patients.

If you struggle to get an appointment - If it is urgent, tell them it is an emergency. If it is not urgent, ask for an advance appointment.

If you are a carer, (i.e. you look after someone at home) tell your GP that you are a Carer. They will then be able to support you better; by giving you longer appointments and giving you appointments further in advance.

If you ever receive the wrong medication from a pharmacy make a formal complaint at the pharmacy and also register that you've made that complaint with the Customer Care department at the PCT so that they can effectively monitor the situation.

If you have an appointment with your GP and can no longer make it, or don't need it, cancel it. Then someone else can use your slot. Otherwise the doctor is sat there for 10 minutes wondering if you are going to turn up!

If you have any experiences you want to share, or comments to make - either good or bad - then get in touch with your PPI Forum.

## Proposed Work Plan for 2007/08

There are a number of areas the Forum would like to investigate in the coming year; areas of particular importance are listed below:

- Choose and Book - The impact this has had in Salford, the number of GPs who are actually using the system and overall take up, the percentage of appointments booked through Choose and Book
- Carers - Looking at the health needs and access to healthcare for carers
- Investigating the quality of the Emergency Out of Hours Service
- Looking at the complaints system and how easy it is to use
- LIFT - Continued monitoring
- Access to information about health services and treatments for people unable to use the internet
- To continue to use the Forum's powers to inspect premises when necessary to ensure healthcare services are delivered appropriately
- Continued monitoring of the Trust against the Annual Health Check core standards



If there are any areas you feel the Forum should be working on that are not mentioned above, contact your Forum and they will be more than happy to discuss any additional issues or direct you to someone who can help. Contact details are given on page 12.

## The Future of PPI Forums

The last year has been one of uncertainty, as it was announced by the Department of Health that PPI Forums are to be abolished. The document 'A stronger local voice' outlines the successor to PPI Forums - Local Involvement Networks (LINKs).

These Local Involvement Networks (LINKs) will cover each Local Authority Area in England and Wales, so there will be one that covers the whole of the city of Salford. Whereas the PPI Forums have been in place to monitor NHS services, the LINKs will be expanded to monitor both Health and Social Care Services.

The LINKs will fulfil a similar role to that of the PPI Forum – their purpose is to promote involvement in the commissioning and provision of local care services. They are also charged with a responsibility to obtain views and experiences from the public about these services and to make them known to the commissioners, providers and scrutinisers of services. The LINKs will make reports and recommendations about how local care services could be improved, to people responsible for commissioning, providing, managing or scrutinising those services.

LINKs will have a set of 'powers' which will enable them to:

- Enter specified types of premises and view the services provided as well as collecting the views and experiences of recipients of services;
- Request information and receive a response within a specified timescale;
- Make reports and recommendations and receive a response within a specified timescale;
- Refer matters to the relevant Overview and Scrutiny Committee (OSC) and receive a response

We now know that PPI Forums will continue until March 2008, and in Salford the members of the PPI Forum are hoping to be a crucial part of the Local Involvement Network. If you would like more information about the progress of the LINKs, please contact us.

As with PPI Forums, the LINKs will use public consultation to prioritise the issues they work on. Therefore your continued involvement is essential.



**Forum Name** Salford Primary Care Trust PPI Forum  
**Forum Support Organisation** Black Health Agency  
**CPPIH Regional Centre** Warrington

	Details	Notes	Total
	Income		Actual
Forum Income		1	0
	Expenditure		
Forum Venue Costs			0
Forum Printing Costs			0
Forum Stationery Costs			0
Forum Venue Expenses			0
Forum Training Costs			0
Other Expenses			0
	Total Expenditure		0
Variance Surplus / (Deficit)			0

#### Notes to the Accounts

##### 1. Income and Expenditure

FSOs are responsible for the management of funding provided by the Commission covering routine operational expenditure incurred on behalf of the Forum, including venue costs, meeting and material costs and the reimbursements of Forum Member expenses. As the Forum has not been directly responsible for the management of funds in the 2006/07 financial year, we consider a NIL return to represent an accurate view of its financial activities.

##### Declaration

As Forum Chair and as the representative of Salford Primary Care Trust PPI Forum

I confirm that the financial statement as set out above is a true and fair record of our financial activities.

Signed \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_

When the Department of Health set up the Regulations governing Forums, annual accounts were stipulated as a mandatory requirement for each Forum. At this early stage, the structure and role of the Commission and the Forums was not clearly defined. Now that we have had Forums in existence for some time, the National Audit Office has confirmed that all that will be needed from Forums to meet their legislative requirements is a NIL return for their Annual Accounts. All funds for the Forum are held by the Forum Support Organisation and are accounted for in the books by the Commission.

## Useful Contacts

Salford Primary Care Trust  
2<sup>nd</sup> Floor, St. James' House  
Pendleton Way  
Salford  
M6 5FW

Tel: 0161 212 4800

Salford Royal NHS Foundation Trust  
Hope Hospital  
Stott Lane  
Salford  
M6 8HD

Tel: 0161 789 7373

### Want to join your local Forum?

Many more volunteers throughout England are now required to ensure that Forums are as reflective of the communities that they serve as possible. Recruitment to PPI Forums is ongoing, so if you are interested please speak to a Forum member, contact the FSO on the details below, or contact the Commission for Patient and Public Involvement in Health on **0845 120 7115** (0845 120 7113 minicom) for an application pack or visit [www.cppih.org](http://www.cppih.org).

#### Forum members are:

People with an interest in health  
People from all walks of life  
Anyone over 18

In return you could:

- Make a real difference to health in your area
- Help people voice their opinions and concerns
- Get involved with your community, meet new people and provide a useful service

### Contacting your local Forum

The Forum is supported by Black Health Agency, who provide practical and administrative support and guidance to Forum members. If you have any comments, questions or suggestions that you wish to put to your PPI Forum, contact BHA on the details below:

Salford PPI Forums  
BHA, FREEPOST NAT 14073  
Gaddum House, 6 Great Jackson Street  
Manchester, M15 4AX

**Tel:** 0161 214 3909

**E-mail:** [Kevin@blackhealthagency.org.uk](mailto:Kevin@blackhealthagency.org.uk)

