

Healthwatch Sutton (HWS) is commissioned by Sutton CCG(SCCG) to support and develop Patient Participation Groups in the London Borough of Sutton.

2 case studies evidencing examples of where practices are engaging their local community.

SHOTFIELD MEDICAL PRACTICE

Shotfield Medical Practice (SMP) is one of Sutton's larger practices co located, in the town of Wallington, in a purpose built health facility with another GP surgery and a range of local NHS health services. The practice Patient Participation Group is well run, active and engaged.

One member of the PPG is the Chair of a local community group and through this connection and ensuing conversations a partnership between the Practice, PPG and the community group was established.

Wallington Community Wellbeing Charity (wallingtoncommunitywellbeing.org) was set up by a group of volunteers in response to local authority data identifying the area as having the highest proportion of residents with long term conditions and one of the highest for the number of older people living alone. The community group (now a registered charity) were supported to develop an organisation that *"aims to develop and promote community-led activities that support and enable as many people as possible to stay healthy and actively involved in their communities for longer"*

With local sponsorship and local authority funding the group produces a calendar, refreshed twice yearly, of local activities with contact details and runs 2 free popular wellbeing events (most recent 48 exhibitors and 400 visitors) providing information, advice and signposting to local health and wellbeing support.

Working with the practice, through the PPG, the group now provide the practice staff with regular supplies of the calendars to offer to patients, have produced a flier for the practice in the form of a 'prescription pad' for the walking group and presented to practice staff to update on their work. Calendars are also distributed to a number of nearby practices.

As part of the work of the PPG, conversations took place with clinical staff and members of the PPG around patients, newly diagnosed with diabetes who were not engaging with the NHS support offered but who recognised the need for a change in lifestyle. Further inspired by a TV programme on the benefits of exercise in addressing type 2 diabetes and an understanding of the importance of addressing social isolation for wellbeing, volunteers from the PPG set up a walking group, originally set up primarily for patients of the practice it is now also open to people living in the Wallington area. Initial support for set up and walk leader training (identified by SCCG Engagement Manager) was provided by 'Get Active Wandle Valley' a project funded by Sport England and further financial support for promotional materials and insurance from Wallington Community Wellbeing Charity.

2 years on 'Wally Walks' are popular and thriving, driven by demand, they now run a weekly walk with an average of 30 - 35 walkers each week and around 50 unique ethnically diverse participants each month. 8 trained walk leaders are available to lead groups at different distances and to accommodate different levels of fitness with all meeting up at the end for refreshments. Once a month the group end their walk at Sutton Community Farm further engaging the group around healthy eating and growing

Healthwatch Sutton (HWS) is commissioned by Sutton CCG(SCCG) to support and develop Patient Participation Groups in the London Borough of Sutton.

vegetables. In return walkers have raised funds to donate farm 'veg boxes' to Sutton Food Bank. They also organise an annual celebration social event.

The group is able to run independently feeding into the practice/PPG and receive ongoing support and resources from a Sport England project 'The Ramblers Walking for Health'

The walking group has a high retention rate (higher than similar supported local schemes), feedback attributes the group's success to it being small, welcoming and friendly with a focus on getting fitter, improvement, progression and celebrating achievements.

<https://wallywalks.weebly.com/>

SMP also has a Practice Health Champion, trained and supported as part of a programme funded by SCCG, delivered by Healthwatch Sutton, who works directly with practice staff, feeding into the PPG, to run regular health information and awareness stands in the Health Centre. (eg Self Care Week and NHS Cervical Screening to address a drop in take up of screening tests) The volunteer is able to engage and inform patients of both practices and users of other 'out of hospital' services in the Jubilee Health Centre.

CHEAM FAMILY PRACTICE

Cheam Family Practice (CFP) describes itself as a practice which, by applying its Christian principles, aims to provide the highest quality service and care for its patients.

The practice has an active and supportive Patient Participation Group of 12 - 15 members who describe their role as 'critical friends' of the practice and in providing opportunities for patients to participate and influence the services provided by their practice. They actively seek the views of "the well and not so well" with frequent surveys, website page, regular PPG meetings held in the evenings to accommodate people of working age and engaging with a Healthwatch Sutton (including a project prompting improvements to the content of websites across Sutton.) The practice are able to evidence ongoing changes and improvements to services provided and to explore, with patients, how they can offer more services to meet the needs of an expanding patient list.

The practice has built up partnerships with the local community to improve outcomes by;

- holding daily clinical sessions at HMP Downview and HMP Send
- holding 6 monthly meetings with staff from Sutton Carer's Centre who they have worked closely with to help them identify and support patients who are carers. They have been nominated for a Carers Award in recognition of their work and commitment to supporting carers.

The practice brings in speakers from voluntary and community groups and promotes a range of local healthy activities on its website and in the surgery; Nordic Walking, "Singing Sensations" for people with dementia and is a "Park Run Practice" promoting local park runs where Alzheimer's Research UK are encouraging people to lower their risk of developing dementia through regular exercise.



Healthwatch Sutton (HWS) is commissioned by Sutton CCG(SCCG) to support and develop Patient Participation Groups in the London Borough of Sutton.

The practice staff, with PPG members, regularly participate in the annual 'Cheam Charter Fair', a local annual event designed to "support local organisations to engage with their community".

At the events Practice Partners, clinicians and staff are able to promote health awareness, the drivers for poor health and various health initiatives and services provided by local voluntary and community groups. It enables them to speak to and hear from 'well' patients and helps form a sense of belonging and being part of the local community.

PPG members have utilised the opportunity to inform people about the practice patient group and been successful in recruiting new members, for the PPG, at events.

The practice, assisted by its PPG, hold an annual Carol Service at a local church to which all are invited.