

University of Chester

Informatics Centre

NHS Social Media Project

Title Review of current Facebook pages for Patient Participation Groups

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The Centre is working on an NHS sponsored project to see how social media could support Patient Participation Groups (PPGs). Several Wirral PPGs are developing the recommended approach based on a combination of a WordPress weblog and a facebook page.

As part of this project, a survey has been carried out to see whether other PPGs are using facebook. A simple approach was taken; facebook was searched using key words 'patient participation group'. Some 22 facebook pages and one facebook group were found. Details can be found in the Appendices.

The following general observations were made:

- Estimating there are of the order of 10000 GP practices, the overwhelming majority of practices are not represented.
- The majority of PPGs that do have facebook pages hardly use them. Some pages have never been used; posting is infrequent. A measure of popularity is the number of 'likes'. Typically most pages had less than 10 likes; some none.
- Posts were only made by the page owner (practice manager?) using the page as a noticeboard. It appeared that the practice, rather than the PPG, supported the site.
- Input from the public, whether as new posts or comments, was almost non-existent.
- The only evidence of patient interaction was from the Ramsey Group PPG (IOM) page, particularly a debate between the practice manager and patients over difficulties with the phone system and booking appointments.
- Several pages were anonymous with no reference to the associated GP practice.
- The only PPG run weblog found was for Blackfield (Southampton), <http://blackfieldpatientgroup.co.uk/>. Interestingly this was also a WordPress site and very similar to those used on this project. However no-one was leaving comments and the associated facebook page was inactive.

APPENDIX 1 PPG Facebook pages found on 30 Oct 2012

Page Name	Started	Likes	Last post	Public input	Notes
Albert Road Medical Centre - Patients' Group	13 Sep 2011	3	7 Oct 2011	None	Moribund
Barrow upon Soar Patient Participation Group	9 Oct 2012	0	None	None	Just launched
Blackfield Patient Participation Group	26 Feb 2011	7	24 Feb	None	Linked to Hythe Has own PPG 'static' weblog
Chafford Hundred Patient Participation Group	6 July 2011	0	None	None	Never active Anonymous
Chineham Patient Participation Group	1 Sep 2011	6	3 Sep	None	Fairly active 12 posts this year
CHRG Patients Participation Group	7 May 2011	4	31 Jan	None	Moribund No contact details
Dyneley House Patient Participation Group	8 Dec 2011	4	None	None	Never active Anonymous
Grosvenor Road Surgery PPG	10 June 2012	1	16 Sep	Only from practice	Active About 12 posts
Gt Bridge P'ship-Yew Tree	20 Feb 2012	1	12 April	None	Not very active Ownership difficult to find
Highview Patient Participation Group	3 March 2012	0	22 Oct (only post)	None	Anonymous, inactive
Hythe Patient Participation Group	28 April 2011	7	24 Feb	None	Several posts in 2011; one in 2012 Linked to Blackfield
Narrowcliff Surgery Patient Participation Group	12 Jan 2012	2	19 June	None	Almost inactive 2 posts No contact details
Ramsey Group Practice Patient Representative Group	6 Jan 2012	204	27 Oct	Yes. Dialogue between practice manager	Active but not that many posts
St Agnes Surgery Patient Participation Group	4 Oct 2011	2	3 Nov 2011	None	Never active Anonymous
Stennack Surgery Patient Participation Group	28 Feb 2012	7	9 Oct	1 (me)	Active 30+ posts
Stonehaven Patients Participation Group	27 Apr 2012	2	27 Apr	None	Never active
Swadlincote Surgery Patient Participation Group	14 Apr 2011	14	21 June	None	2 posts this year

Page Name	Started	Likes	Last post	Public input	Notes
Walsall Patient Participation Groups	16 May 2012	0	16 May	None	Never active No contact details
Westbourne Medical Group - Patient Participation Group (PPG) Sunderland	12 Feb 2012	1	None	None	Never active
Wilson Practice Patient Participation Group	20 May 2012	6	23 Oct	None	Active 8 posts this year
Wolverton Health Centre Patient Participation Group	10 June 2010	33	5 Jan	None	Almost inactive
WoottonVale Patient Group (PPG)	7 Mar 2012	11	28 Mar	None	Inactive 6 posts at start
<i>Haddenham Surgery Patient Participation Group</i>	<i>16 Sep 2012</i>	<i>16 people in group</i>	<i>11 Oct</i>	<i>None</i>	<i>Group run by Practice 'editor'</i>

APPENDIX 2 PPG Facebook page addresses

PPG	Address
Albert Road Medical Centre - Patients' Group	https://www.facebook.com/pages/Albert-Road-Medical-Centre-Patients-Group/156190194469737?fref=pb
Barrow upon Soar Patient Participation Group	https://www.facebook.com/BarrowUponSoarPatientParticipationGroup?fref=pb
Chafford Hundred Patient Participation Group	https://www.facebook.com/pages/Chafford-Hundred-Patient-Participation-Group/232043173483323?fref=pb
Chineham Patient Participation Group	https://www.facebook.com/chinehamppg
CHRG Patients Participation Group	https://www.facebook.com/pages/CHRG-Patients-Participation-Group/219677951377815?fref=pb
Dyneley House Patient Participation Group	https://www.facebook.com/pages/Dyneley-House-Patient-Participation-Group/196437213776160?fref=pb
Grosvenor Road Surgery PPG	https://www.facebook.com/pages/Patient-Participation-Group-for-Grosvenor-Road-Surgery/312733698813741
Gt Bridge P'ship-Yew Tree	https://www.facebook.com/pages/Patient-Participation-Group-Gt-Bridge-Pship-Yew-Tree/236083783147547?fref=pb
Highview Patient Participation Group	https://www.facebook.com/pages/Highview-Patient-Participation-Group/200515300048671
Hythe Patient Participation Group	https://www.facebook.com/pages/Hythe-Patient-Participation-Group/184208008293674
Narrowcliff Surgery Patient Participation Group	https://www.facebook.com/pages/Narrowcliff-Surgery-Patient-Participation-Group/210884912335051
Ramsey Group Practice Patient Representative Group	https://www.facebook.com/pages/Ramsey-Group-Practice-Patient-Representative-Group/270992956295500
St Agnes Surgery Patient Participation Group	https://www.facebook.com/pages/St-Agnes-Surgery-Patient-Participation-Group/243513152367493?fref=pb

PPG	Address
Stennack Surgery Patient Participation Group	https://www.facebook.com/StennackSurgeryPPG
Stonehaven Patients Participation Group	https://www.facebook.com/pages/Stonehaven-Patients-Participation-Group/391985327490928?fref=pb
Swadlincote Surgery Patient Participation Group	https://www.facebook.com/SwadSurgeryPPG
Walsall Patient Participation Groups	https://www.facebook.com/pages/Walsall-Patient-Participation-Groups/229920857122761
Westbourne Medical Group - Patient Participation Group (PPG) Sunderland	https://www.facebook.com/pages/Westbourne-Medical-Group-Patient-Participation-Group-PPG-Sunderland/273303009405586?fref=pb
Wilson Practice Patient Participation Group	https://www.facebook.com/WilsonPracticePPG
Wolverton Health Centre Patient Participation Group	https://www.facebook.com/pages/Wolverton-Health-Centre-Patient-Participation-Group-PPG/128046740551888
WoottonVale Patient Group (PPG)	https://www.facebook.com/woottonppg?fref=pb
<i>Haddenham Surgery Patient Participation Group</i>	<i>https://www.facebook.com/groups/154209081385383/</i>