

PPG Network Support Group

Date: Tuesday 14 March 2023, 6pm – 8pm

Venue: Hybrid: WIRA House (LS16 6EB) and Zoom (virtual)

The Patient Participation Group (PPG) Network support group aims to work on developing initiatives, share ideas and good practice as well as providing support to PPGs and its members.

Meeting notes

Attendees

Chair

Adam Stewart (AS), Senior Insight, Involvement and Engagement Advisor for the Integrated Care Board (ICB) in Leeds

Attending

13 PPG members and people who support PPGs were in attendance at the meeting. Practices and Primary Care Networks (PCNs) represented were:

- Alwoodley Medical Centre, Central North PCN
- Shadwell Medical Centre, Central North PCN
- Garforth Medical Practice, LS25 / 26 PCN
- Crossley Street Surgery, Wetherby PCN
- Pudsey Health Centre, West Leeds PCN
- High Field Surgery, Woodsley and Holt Park PCN
- Burton Croft Surgery, Woodlsey and Holt Park PCN
- Moorfield House and New Cross Surgery, LS25 / 26 PCN
- Allerton Medical Centre, Chapeltown PCN
- Leigh View Medical Practice, Morley and District PCN

For more information on PCNs and to find your practice's network, please visit:

<https://www.leedsgpconfederation.org.uk/about-us/our-practices/>

Registering as a Carer

Presentation and discussion with Helen Butters, NHS ICB in Leeds, and Tricia McKinney, ICB Volunteer

The Networked Data Lab (NDL) is a national project funded by the Health Foundation. The aim of the project is to use and link data better to improve health and social care. We look at three topics a year and try and answer questions using and analysing data. We also work closely with service users to enrich the results. The topic that Helen and Tricia spoke about was around unpaid carers. We are wanting to understand the unmet needs of unpaid carers and better understand what support they need. The start of that process is getting people registered at their GP Practice

Some facts about carers in Leeds:

- There are currently 65,000 unpaid carers in Leeds with 19,000 registered at their GP practice.
- We know that unpaid carers do not put their own health needs first and some data is showing that some carers have similar characteristics of people 10 – 15 years older than themselves.
- 83% report a negative impact on their physical health, and 87% on their mental health.
- More females than males register as carers, with the typical persona being a white British, retired woman.
- People are more likely to register in less deprived areas. Spikes in registration seem to be in the Autumn around the vaccination times.

Tricia then spoke about her PPG undertaking a project to try and encourage patients to register with their GP if they are carers. Some of the benefits of doing so included, although it was noted that this may vary between practices:

- Being signposted to Carers Leeds (<https://www.carersleeds.org.uk/>) where the unpaid carer would get information which could help and support them
- Early access to vaccinations
- Health checks
- 20-minute appointments

The group discussed that a potential piece of work for PPGs could be to support this work in a similar way that Tricia did. You can start by finding out what support registered carers get from the practice. Then think about how you could promote the importance of registering to be a carer to your patient population (some suggestions included in a newsletter, drop-in sessions, promotional leaflets in the practice, website).

Find out more about the Networked Data Lab the Health Foundation here:

<https://www.health.org.uk/funding-and-partnerships/our-partnerships/the-networked-data-lab>

Updates from the ICB in Leeds

Progress with pilot / network and journey to PPG Awareness Week 2023

AS provided a brief update on the project that was discussed in more detail in the previous support group meeting (September 2022). AS informed the group that the pilot to further engage PPGs and practices, including a single survey for feedback was being developed and close to starting. AS noted that he hopes to host a half-day development session to start the work, likely to be the meeting in June. AS also noted that shifting timescales and priorities may change the deadline for this work.

Members noted the importance of bringing the practices along with this work and ensuring that updates were provided via the Primary Care bulletin as well as opportunities for them to get involved.

PPG Emails

AS gave an update on the progress of the PPG Emails project. Following the successful pilot and feedback learned from that, the PPG Email Setup Guide has been updated and has now been sent to every practice.

It was requested that any communication to practice staff is clear that ownership of the email is shared by a nominated patient PPG member and a nominated member of staff from the practice.

A contact list of 'live' PPG emails can be found on the Leeds Health and Care Partnership website here: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/find-out-about-other-involvement-work/ppg/ppg-emails/>

Population boards and workshops

AS gave a brief update about the work the ICB in Leeds is currently doing on embedding involvement in the population boards that were set up last year to make decisions on designing and commissioning health and care services in Leeds.

As part of that work, insight reviews are being conducted and public involvement workshops are taking place between January and April to start the conversation on how we ensure that the patient voice is at the heart of decision making.

Specifically related to PPGs is the Primary Care population board. The public involvement workshop took place on Tuesday 28 February 2023, between 5pm – 7pm. There was a number of discussions in the session about the importance and role of PPGs. You can read the note from that session online here: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/populations/primary-care/>

PPG Resources

AS briefly mentioned that he was in the process of updating the PPG Leaflet and the PPG Toolkit that he hopes will be available at the next meeting to share with practices.

Improving Communications with PPGs

Stewart Manning, PPG Chair at Alwoodley Medical Centre, raised the issue of communicating with patients and asked for a discussion on how this can be achieved. The aim of improving communication has a range of benefits to the PPG and the practice:

- Improved working relationship between the PPG and the practice
- Better engagement from patient population with the practice
- Improved trust and understanding in patients
- Increased responses to engagements / consultations
- Better representation in feedback
- A more accurate picture of what people's experiences are
- Better insight base when changes come around

The discussion on this subject raised the following:

- **Two-way working relationship** – communicating, just like all PPG work, is a two-way process, both the PPG and the practice need to work together in a collaborative way to establish the best processes.
- **Occasional check-ins** – one example of good practice mentioned was how a PPG chair meets with their practice manager on a regular basis to provide updates and check-in on projects / developments. It was noted that these weren't very long but incredibly helpful in keeping the practice manager in the loop.
- **Communication methods:**
 - Mailshots / newsletters – a regular update that includes several pieces of information practice updates or how people can get involved (share their experiences / keep comms campaigns).
 - Telephone – there will be people who you can engage via phonecalls, understand your practice demographics should give you insight to people's needs and communication preferences.
 - Text messages – as discussed in the meeting, AS was waiting for feedback about the use of text messages to communicate with patients.
 - Emails
 - Social media – if you have social media accounts for the practice, or the PPG might run them, why not share updates and encourage feedback this way. Any comments people leave can be captured anonymously.
 - Noticeboards – don't forget the real world, use practice noticeboards, local community noticeboards, and supermarket noticeboards to promote activities and opportunities.
 - Surveys – as discussed earlier, a general GP survey is being developed that will be available to all practices. However, any other surveys and encouraging people to take part can help improve communication opportunities (Friends and Family Test, National GP Survey etc.), providing you are using the feedback and taking action with it.
 - Focus groups / additional 'listening' groups – use groups to gather people, capture their feedback and share it back to the practice. Consideration should be given to who you want to work with and when your meetings are (during school holidays to engage younger people, evenings for workers etc.).

Peer support

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- **Representation** – the group discussed how PPGs themselves are often not representative in terms of membership. It was discussed that they can be representative in how they operate by ensuring they are focussed on the patient population and understand who makes up said population (different communities, demographics etc.). PPGs aren't there for people's personal agendas, it is to represent the entirety of the patient population and ensure that practices are working to hear from those we hear from less.
- **Potential projects for PPGs** – the group discussed a few ideas that could be adopted as projects by the PPG, including:
 - Supporting the sharing of 'comms campaigns' which might include a range of opportunities / subjects, such as:
 - Did Not Attends (DNAs)
 - Choosing the right service
 - Sign-up to GP online
 - Developing ways to communicate about changes in the practice in a way to get feedback from people and have more presence.
 - Make connections with partners in the Local Care Partnership where you are, this will be helpful when you need to communicate with the wider population and help keep them in the loop about practice developments.
- **Remit** – the group had a brief discussion around the 'remit of the PPG', taking into account that a group can't influence some things and isn't necessary for them to be involved / briefed on it. The focus of the group should be on things that impact the delivery of primary care services on patients. It can be worth revisiting the groups terms of reference to occasionally ensure that all group members, and the practice, understand the role and responsibilities of the group. If you need a terms of reference template, you can find one on the Leeds Health and Care Partnership website in the PPG Toolkit:
<https://www.healthandcareleeds.org/have-your-say/shape-the-future/ppg/resources/>
- **Recruiting younger members** – the group discussed some of the incentives to help promote being involved in a PPG to younger people. The group noted volunteering opportunity (which a lot of students need), as well as experience, learning about some of the working of the NHS as well as shared responsibility for decision making to help improve health and care services.
- **Limitations** – the group touched on the impact limitations in time, people, resources, and capacity can have on a PPG's ability to make things happen. The group noted how busy

services are at present. It was discussed that bearing these issues in mind when working on stuff can help set realistic expectations when setting outcomes for the group.

Date of next meeting

Thursday 22 June 2023, 9:30am – 12:30pm

The meeting is being held at the Old Fire Station, Gipton (LS9 6NL). Spaces are limited, please get in touch if you plan on attending.

Please contact adam.stewart1@nhs.net or call 0113 221 7723 for any questions or to confirm attendance at the next meeting.