

PPG Network Support Group

Date: Monday 18 September 2023, 6pm – 8pm

Venue: The Old Fire Station, Gipton, Leeds (LS9 6NL)

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
- Westgare Surgery, Otley PCN
- Garforth Medical Practice, LS25 / 26 PCN
- Burton Croft Surgery, Woodlsey and Holt Park PCN
- Oulton Medical Centre, LS25 / 26 PCN
- Allerton Medical Centre, Chapeltown PCN

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

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

Primary Care Delivery Board

Presentation and discussion with Chris Bridle (CB), NHS ICB in Leeds

CB outlined the background for the primary care board, the wider boards, and the population health care approach. CB spoke 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 have been conducted and public involvement workshops took place between January and April 2023 to start the conversation on how we ensure that the patient voice is at the heart of decision making.

For more information on this approach and a link to each board's webpage, please visit:

<https://www.healthandcareleeds.org/have-your-say/shape-the-future/populations/>

You can view the primary care insight report here: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/populations/primary-care/>

CB also provided a few updates as to how the work is progressing:

- Primary care now covers GP practices, dentistry, pharmacy, and ophthalmology, as of 1 July 2023. This means that considerations around public involvement now sits with the ICB in Leeds.
- To ensure that people are at the heart of decision making there are three main asks of the board and these should be the same main questions that PPGs can ask practices.
 - How is the board demonstrating they are listening to the needs of the population?
 - How is the board demonstrating they are using public / patient feedback to make decisions?
 - How is the board demonstrating they are feeding back to people on how their views have made a difference to decision making?
- On the boards, there is a 'seat' for three 'voice representatives. These roles are similar to each other but represent different elements of the involvement voice work in the city:
 - A public representative
 - A third sector representative
 - A Healthwatch representative.
- People need confidence that the primary care board is listening and acting on that feedback, the group discussed potential ways of getting that assurance:
 - GP practices currently don't know about the insight review (potentially), they need greater awareness, can they be shared with practices?
 - People who access services would report having a better experience.
 - People know how to get help and navigate the system efficiently – reduction in use of emergency department.
 - The detail of what has actually changed as a result of what people are saying is available and explains how we are addressing the issues (use of data and insight).

- PPGs receive the insight report and themes and actions reports and are familiar with their contents.

Updates from the ICB in Leeds

PPG Resources

AS briefly mentioned that he was in the process of updating the PPG Leaflet, PPG email guidance and the PPG Toolkit that he hopes will be available soon.

The PPG leaflet and toolkits will be printed and sent to practices so they have physical documents. They are also available online; the leaflet being customisable, and the toolkit having several appendices that can be customised to individual practices (such as terms of references, ground rules etc.)

AS also noted that the PPG email guidance has been updated following some feedback and will be re-circulated shortly to practices to get their emails up and running. The emails can be setup by group members if they are happy to be run it. Full details around emails, including a contact list of existing PPG emails, can be found here: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/ppg/ppg-emails/>

AS also told the group that the GP survey that has been developed together with PPG members and the wider PPG Network is ready to roll out. The idea is that practices don't need to worry about administering their own surveys about general patient experience; they need only ensure that patients are given this opportunity to share their feedback. The feedback will then be shared periodically with practices and PPGs to review how they are going to respond to the feedback and demonstrate how it will be used to develop the service they provide.

A range of ways to promote the survey is being considered to ensure as many people as possible can easily share their feedback on an ongoing basis. The survey can be viewed and completed here: <https://re-url.uk/W6CA>

Peer support

Each PPG Network support group meeting has time allocated to it for attendees to share ideas, challenges and offer support to fellow PPG members. There is no agenda for this section, unless there is a request to discuss a particular subject, either during the meeting or ahead of the meeting taking place.

- **Raising awareness of services** – the group had wider discussion about initiatives in practices sometimes getting lost to the wider patient population due to a lack of promotion from the practice about new services being implemented. The group discussed the new online booking system PATCHS, social prescribing and care navigators as examples. The group felt that if people don't know or aren't fully informed about new initiatives, how will patients feel confident in their use. These projects run the risk of failing because people

don't use them / aren't aware of them. The group discussed the opportunity for PPGs to promote and support awareness raising of these groups but also needed to be made aware of them.

- **Resistance to having PPGs** – some members discussed that it felt as though that there were sometimes resistance from practices in having a PPG. The group discussed that although PPGs were contractual requirements for practices, they need to be a collaborative and productive working relationship. PPGs don't exist to be a 'complaints forum' or to tell the practice how they should be running the practice. PPGs should be supportive of the practice to ensure the voice of the patient population is being represented in the development of GP services. Similarly, the practice should be supportive in facilitating this and would be right to challenge if this wasn't the case. One member made a point about building trust with the practice about being approachable and having a good line of communication including a conversation about "what can we do to help you?".
- **Funding** – the group had a brief discussion about availability of money for PPGs. ICB in Leeds staff outlined how practices are funded to have a PPG as part of their core contract. Practices have this money to ensure that the group can run and conduct its business as needed (including availability of rooms, provision of translators (if needed) and printing of relevant documents). If a group wants to do a particular project that additional funding may be required for, then this is a conversation with the practice to discuss and understand if it is possible.
- **Bespoke PPG projects** – the group briefly discussed that PPGs can lead on projects unique to their practice if the practice is supportive of it and it meets a need for the wider patient population.

Date of next meeting

Friday 15 December 2023, 1:30pm – 3:30pm

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. We are expecting to have an online option to join using Zoom.

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