

Citywide PPG Event Working Group

Meeting 1 - Notes

Project summary

The NHS Clinical Commissioning Groups (CCGs) in Leeds are currently working on a project called 'One Voice'. The work involved in this project is aiming to bring the teams across the three NHS CCGs (West, South & East and North) together in order to create more joined up working, reduce duplication and work more effectively together.

This means that all current projects and work streams that take place across the city, but perhaps on a more local basis (i.e. within the three CCG areas), may need to be realigned to 'citywide' working. The teams involved on various projects will be working on a citywide basis, rather than just with the original area they may have been employed with.

One of the areas that maybe affected in some ways is that of the patient participation groups (PPGs). PPGs throughout the city work slightly differently based on the input they have had from their individual primary care and communications and engagement teams from their local CCGs. As these teams come together there will be a need to bring the support mechanisms and some of the ways of working into a citywide approach, as opposed to the more localised way of working.

We have learned from various peer support sessions and patient champion training sessions that run throughout the city that there are various inconsistencies in the ways in which PPGs work, run and support their practice. Some are very positive and active in their work and have good working relationships with their practices and the staff; others have been reported to feel tokenistic or are not as productive as they could be.

We think that it is important to celebrate the positive work that PPGs are doing and the impact they have, as well as looking at ways in which we, as both CCGs and PPGs, can work together to help support all the PPGs across the city. This will ensure there are some levels of consistency, whilst ensuring that PPGs can work in the way best suited to each individual practice. With this in mind we are looking to conduct a citywide PPG event to help look at these areas of discussion.

It is important that this event be as co-produced as possible with the help of patient champions, PPG members and members of staff. To that end we will be hosting working groups to work on putting together this event to ensure it looks at the important issues and that we are considering all aspects to ensure the event is a success.

Meeting summary

The first focus group took place on **Friday 14th July 2017** between 10am – 12pm at NHS Leeds West CCG (Wira House, LS16 6EB).

The meeting was attended by **seven** patients and was facilitated by Adam Stewart, Engagement Officer for the Leeds CCG Partnership.



Member	Initials	GP Practice	Role	Present?
Kevin Bray	KB	Highfield Surgery	PPG member	Apologies
John Curtin	JC	Spa Surgery		✓
Richard Davis	RD	-	-	Apologies
Phill Dyson	PD	West Leeds Medical Practice	PPG member	✓
Helen Gray	HG	Meanwood Group Practice	PPG member	Apologies
Gloria Hartley	GH		Locality Support Manager, LCCGP	Apologies
Anne Heeson	AH	New Cross Surgery		Apologies
Beverley Kite	BK	North Leeds Medical Practice	PPG member	✓
Lisa Kundi	LK		Locality Manager, LCGGP	
Kath Newton	KN	The Gables	PPG member, PAG member	✓
Suzie Shepherd	SS	Manor Park	PPG member	Apologies
Adam Stewart	AS		Engagement Officer, LCCGP, Meeting facilitator	✓
Christine Thomas	CT	Oakwood Surgery	PPG member	✓
Savi Tyndale-Biscoe	STB	St. Martin's Practice	PPG member	Apologies
Sue Watson	SW	Oakwood Lane Medical Practice	PPG member	✓
Helen Wilkinson	HW		Primary Care	
Roy Wilson	RW	Gibson Lane	PPG member	✓
Janet Zaddisa	JZ	St. Martin's Practice	Health Champion	
Guests				

Agenda – 14.07.17

1. Welcome and Introductions
2. Event brief
3. Results of PPG event survey
4. Planning the event:
 - a. Set a date
 - b. Set a time of day
 - c. Content
 - d. Aims & Objectives
 - e. Delegates (how many, who is it for?)
5. Actions
6. Date of next meeting



7. Any other business

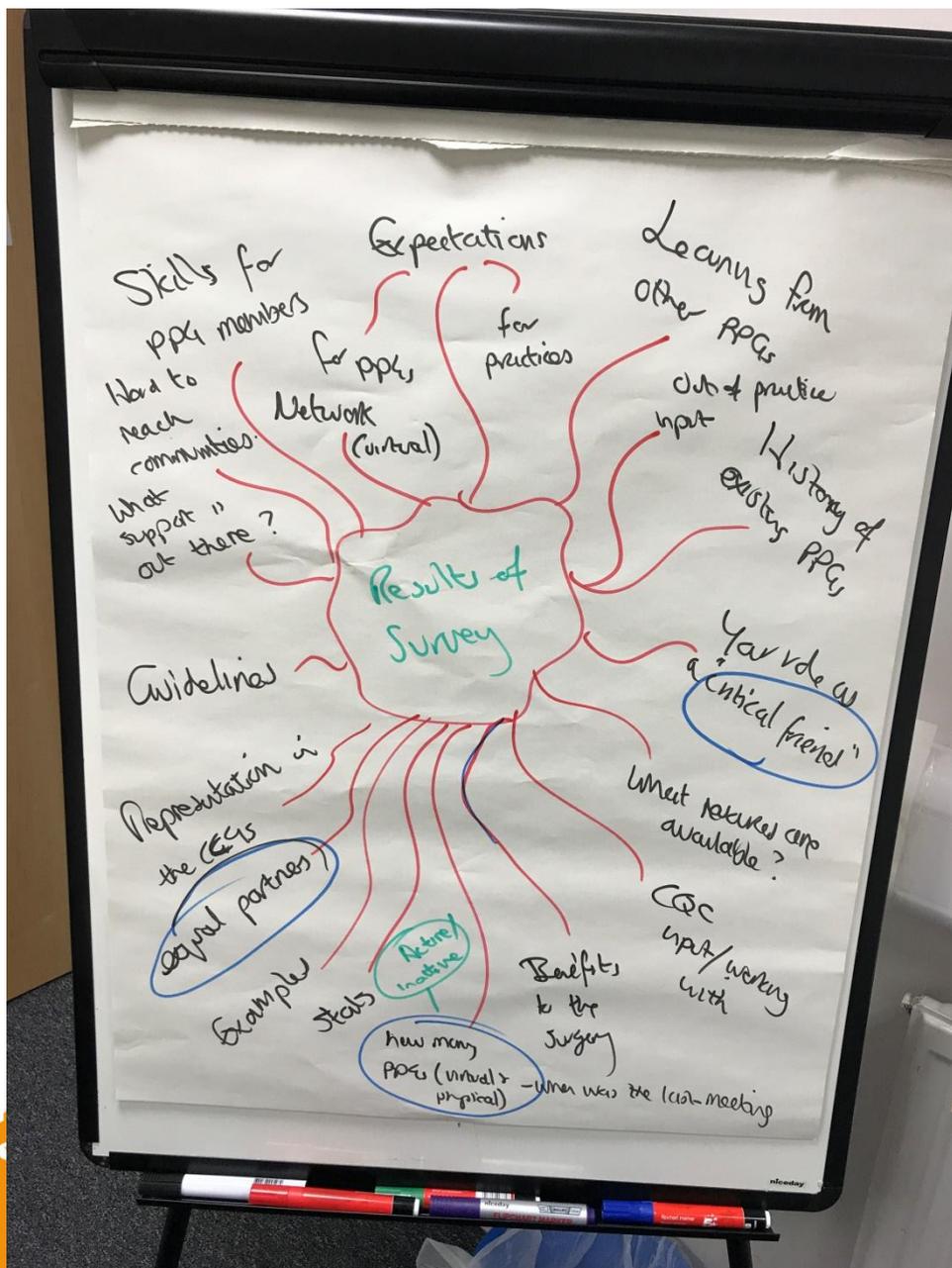
PPG Survey

To help inform this first meeting about the event, a survey was sent out to network members with an interest in PPGs, primary care teams across the city and all GP practice managers (who forwarded this to PPG members). The results of the survey are below and we had a total of **51** responses in total. These results were forwarded to those who have volunteered to be a part of the working group.

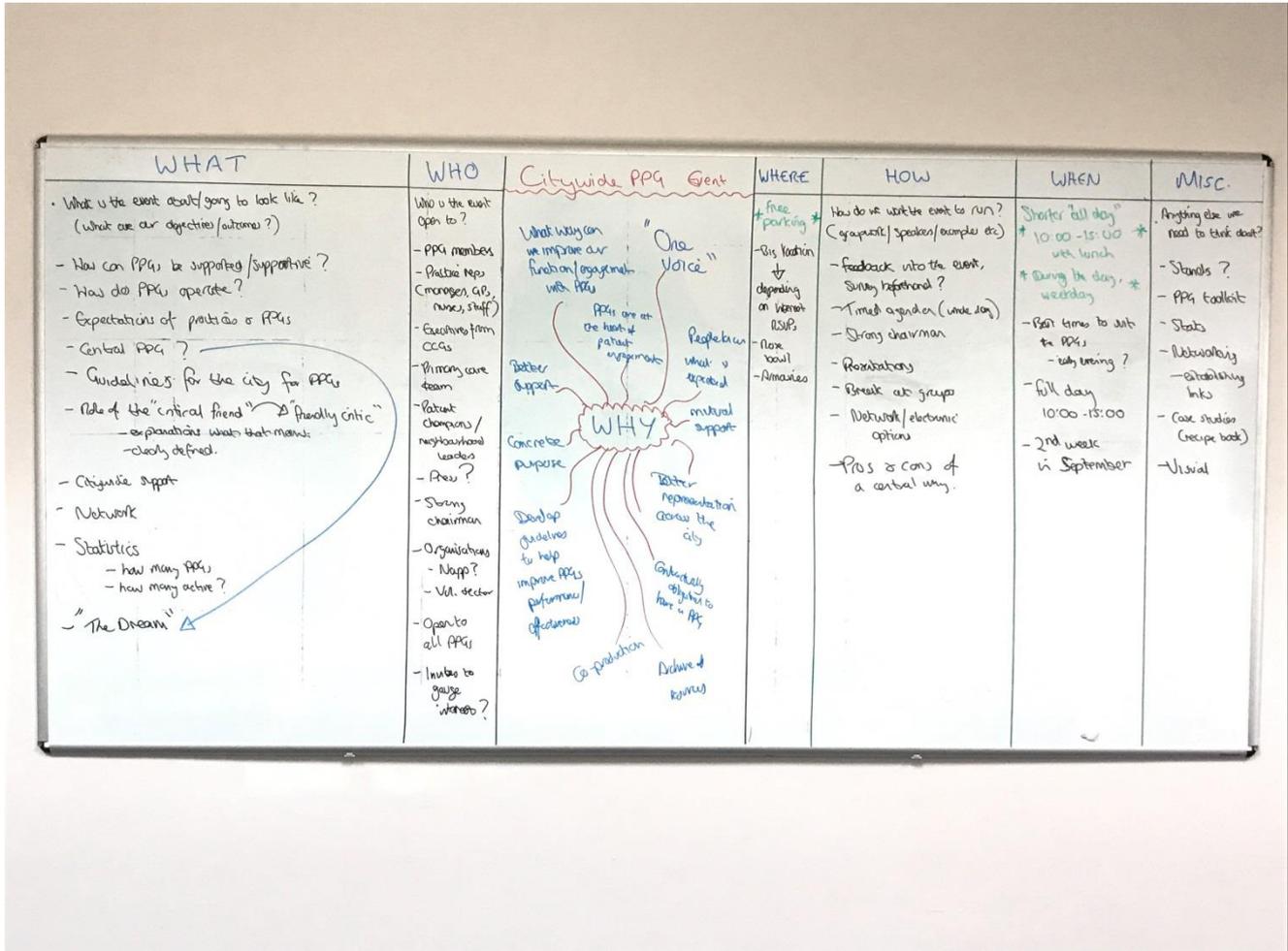
You can find the results from the survey here:

<https://www.leedswestccg.nhs.uk/content/uploads/2014/07/Citywide-PPG-event-2017-Initial-Survey-evaluation.pdf>

The group discussed their interpretations of the survey and highlighted some of the key points from the feedback received. You can see these key points in the image below:



The meeting was very productive and there were a lot of good ideas shared around the room. Below is an image of some of the key points discussed around the different components for developing the citywide PPG event.



Below you can see a summary of the points that were discussed between the group

- **What** is the event going to be about? (What are our objectives/outcomes?)

- How can PPGs be supported/be supportive?
- How do PPGs operate?
- Expectations of patients and PPGs.
- "The Dream" – a central PPG steering group, developing this group.
- Citywide PPG guidelines.
- Role of the "critical friend" or the "friendly critic" and clearly defining what that means.
- What citywide support is available, how can it be accessed, what does it look like?
- Network – how can PPGs support one another? How can PPGs stay connected and up to date?



- Statistics – how many PPGs are active, how many PPG members are there etc.
 - Getting a minimum level of consistency across the city.
 - PPG emails.
- **Who** is the event open to?
 - PPG members.
 - Practice representatives (managers, GPs, nurses, admin staff etc.).
 - CCG executives.
 - Primary care team.
 - Patient champions/neighbourhood leaders.
 - Members of the press?
 - Organisations – charities, National Association of Patient Participation (NAPP).
 - Open to all PPGs and practices.
- **Why** have a citywide PPG event?
 - “One Voice” project work means the three separate CCGs (West, North and South & East) are coming together as one working team (Leeds CCG Partnership).
 - Want to look at what way can we improve our function and engagement with PPGs as a CCG.
 - PPGs are at the heart of patient engagement.
 - So people have a clear understanding of what is expected and what a PPGs purpose is.
 - A chance to develop mutual support systems which ultimately provide stronger support.
 - Opportunity to develop guidelines to help improve PPGs performance and effectiveness.
 - To have better representation for the patient voice across the city.
 - Imbue the ethics of working in a co-produced way.
 - Raise awareness of the archive of resources.
 - Contractually obligated to have a PPG, this doesn’t mean that the bare minimum has to be done.
- **Where** should the event be held?
 - Somewhere with a decent size to allow proper facilitation of the session.
 - Rose bowl.
 - Elland Road.
 - Shine.
 - Royal Armouries.
 - Needs to be easily accessible for many.
 - Free parking.
- **How** are we going to deliver the event?
 - Provide an opportunity for people to feed into the event if they are unable to make it (e.g. surveys beforehand on agenda items).
 - Strong chairman.
 - Presentations.



- Break out groups (different workshops).
 - Developing a central PPG steering group.
 - Example PPG meeting.
 - Best practice guide workshop.
- Networking/electronic options (scribble live).
- Allocated time to discuss the network and actively sign people up onto it.
- **When** is the event going to take place?
 - There isn't going to be a best time for everyone.
 - A time that mirrors the most common times for PPG meetings?
 - Needs to be a full day in order to get it done properly (at least 10am – 3pm).
 - More time to plan the better.
- Are there any other **misc.** items to consider?
 - Stands for businesses other organisations that we can link in with.
 - Create a PPG toolkit that can be made available for all PPGs on the day.
 - A comprehensive look at statistics.
 - Chance to network, facility to best provide that (blank business cards).
 - Case studies.
 - 'Recipe book' of PPG ideas, including what is needed, methodology and such to make it work.
 - The event needs to be visual.
 - Accessibility.

Next meeting:

The next meeting of the project group is scheduled for **Monday 7th August 2017** at Wira House (LS16 6EB) between **1pm - 3pm.**

