

Citywide PPG Event Working Group

Meeting 2 - 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 second meeting took place on **Monday 7th August 2017** between 1pm – 3pm at NHS Leeds West CCG (Wira House, LS16 6EB).

The meeting was attended by **seven** patients, **two** members of staff 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	✓
Anne Heeson	AH	New Cross Surgery	PPG member	✓
Beverley Kite	BK	North Leeds Medical Practice	PPG member	✓
Lisa Kundi	LK		Locality Manager, LCGGP	Apologies
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	Apologies
Savi Tyndale-Biscoe	STB	St. Martin's Practice	PPG member	✓
Sue Watson	SW	Oakwood Lane Medical Practice	PPG member	✓
Helen Wilkinson	HW		Primary Care	✓
Roy Wilson	RW	Gibson Lane	PPG member	Apologies
Janet Zaddisa	JZ	St. Martin's Practice	Health Champion	Apologies
Guests				

Agenda – 07.08.17

1. Welcome and Introductions
2. Recap previous meeting
3. Actions update
4. Set a date
5. Content development:
 - a. What is going to be on the agenda?
 - b. How are we going to deliver that agenda?
6. Actions
7. Any other business
8. Date of next meeting



Actions Update

As discussed at the previous meeting, the group decided it would be important to know some of the 'statistics' around PPGs, such as:

- How many active PPGs are there?
- How many PPG members are there?
- When were the last PPG meetings held and how many attended?

AS fed back that Anna Walters (AW), the admin support for the communications and engagement team, is currently pulling that information together and we will hopefully have an idea of what the current "picture" is around PPGs across the city in time for the next meeting.

Setting a date + venue

AS fed back to the group that he had had a discussion with the engagement team and detailed the groups concerns that the end of August/beginning of September was not enough time to arrange the event. It was agreed that the timescale to host the event could be extended and ideally would want to take place in the first week in October.

The group agreed that sometime in October would be best; before the school holidays start. Considerations would need to be made for other events taking place to narrow down dates. **HW** provided dates of upcoming Target meetings; added to that the Integrated Nursing Conference on 5th October, we now have a selection of dates that could be used to host the event:

- Tuesday 10th October 2017
- Friday 13th October 2017
- Monday 16th October 2017
- Tuesday 17th October 2017
- Wednesday 18th October 2017
- Friday 20th October 2017

Having several potential dates will allow us more flexibility when trying to secure a venue. Additionally the group added that the increased time will allow people more time to make arrangements to be able to attend the event, ensuring a greater turnout.

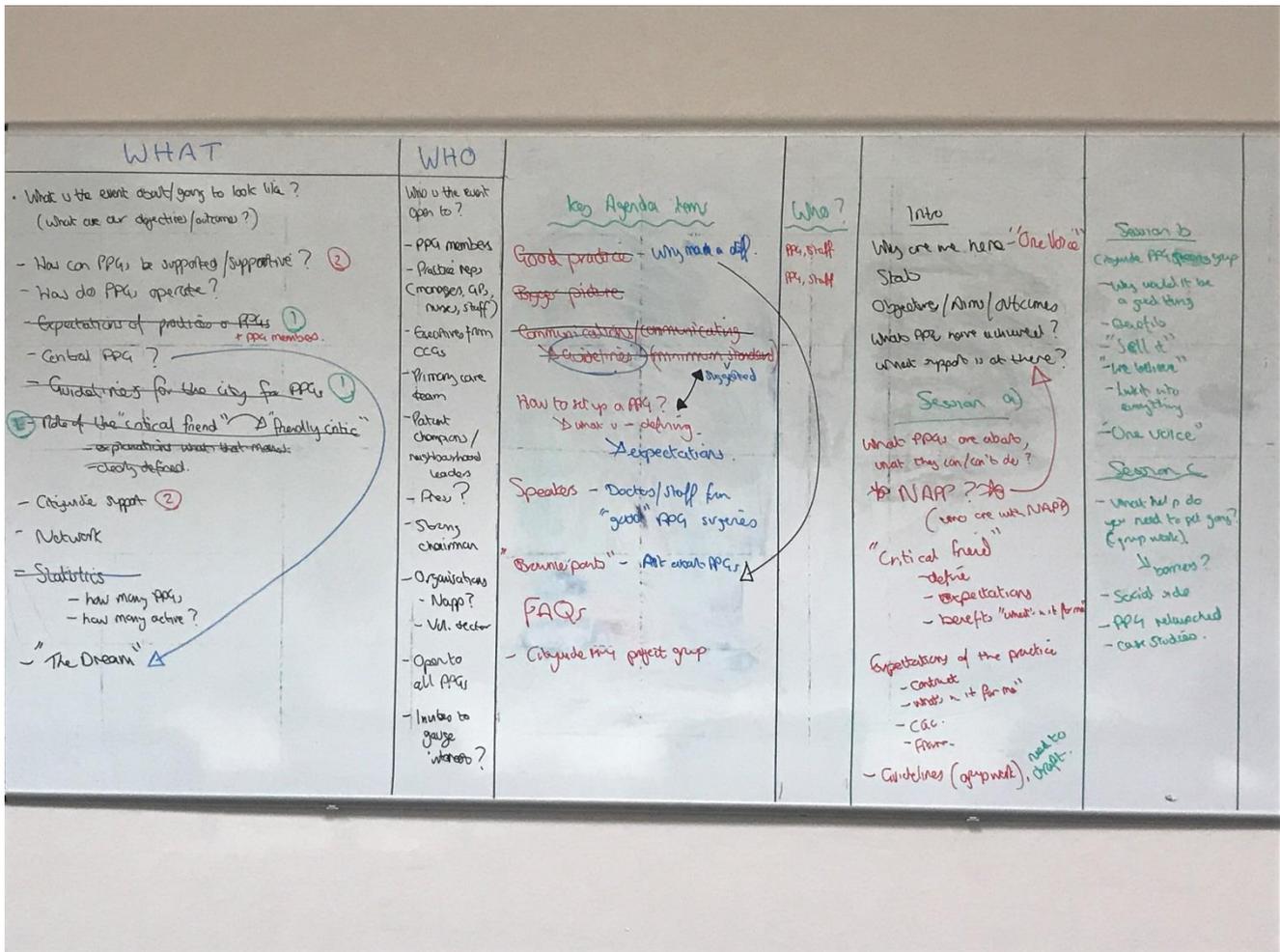
AS commented that now the group has narrowed down the date range, he can begin canvassing for potential venues. He said he will send out a selection for people to consider once he has some more details.

At the time of writing (09/08/17) **AS** has contacted the following venues:

- Elland Road (out of the centre)
- Royal Armouries (centre)
- Leeds Town Hall (centre)
- Leeds City Museum (centre)
- NHS Leadership Academy (centre)
- The Carriageworks (centre)



Content development



The image above shows the discussions that took place regarding developing some of the content and the sessions for the event. The group felt it was important to know what content needs to be covered and how that might work in an 'agenda'. From this it will inform how the event is delivered (presentations, group work, breakouts etc.).

The group worked through the content that was suggested in **Meeting One** and grouped the content into suggested sessions, the order of which can be changed if needed:

- **Introduction:**
 - Aims/Objectives/Outcomes of the event
 - Why are we here – setting the scene, “One Voice”.
 - Statistics around PPGs – how many are there etc.
 - What have PPGs achieved?
 - What support/systems are out there already?
 - Resources in Leeds.
 - NAPP – section for them to speak/stall (can this in go in session 1?).
- **Session 1: The Patient Participation Group**
 - What are PPGs about?
 - What can they do?
 - What can't they do?
 - The “Critical Friend”:
 - Clearly defined

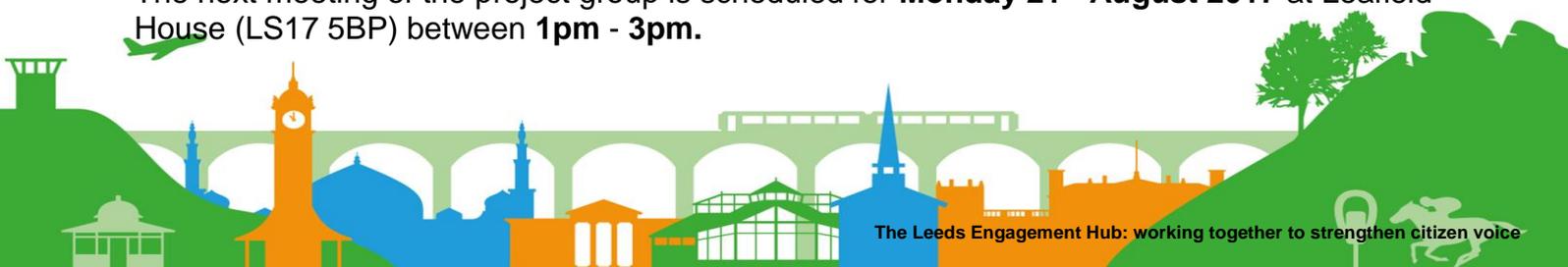


- Expectations of the critical friend.
 - Benefits, “what’s in it for them?”
 - Expectations of the practice:
 - Contract.
 - Benefits, “what’s in it for them?”
 - CQC’s interest in PPGs.
 - Future.
- **Session 2: Making the PPG work**
 - Good practice
 - Case studies.
 - Guest speakers from PPGs.
 - Benefits included throughout (why was this important?).
 - Barriers/what do you need to do to make this work?
 - Common issues.
 - (Group work).
 - Re-launching a PPG
 - Case studies
 - Why making the PPG work is important:
 - Testimonies from existing PPG members.
 - Socialising.
 - New passion etc.
 - Tell us what you can do – examples of how people can get involved, from the audience
- **Session 3: Citywide PPG Steering Group**
 - Current structure (PPGs > locality PPGs)
 - What would this new group look like?
 - What would it do?
 - Why would it be a good thing? (One Voice)
 - What benefits would it provide?
 - Link it to other things discussed during the day.
- **Other content:** Additional things to present on the day
 - FAQs
 - “How can PPGs help the “staying well this winter” campaign?”
 - Time to network/ask questions
 - “Recipe book”
 - PPG toolkit
 - Sign people up to the network
 - Establishing emails/links between:
 - PPGs and other PPGs
 - PPGs and the CCG

The group now need to decide who will deliver this content, how it will be delivered (i.e PowerPoint presentation, group work, breakout sessions) and timings of the day.

Next meeting:

The next meeting of the project group is scheduled for **Monday 21st August 2017** at Leaffield House (LS17 5BP) between **1pm - 3pm**.



Content Plan:

- **Introduction:**
 - Aims/Objectives/Outcomes of the event
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 - What have PPGs achieved?
 - What support/systems are out there already?
 - Resources in Leeds.
 - NAPP – section for them to speak/stall (can this in go in session 1?).

- **Session 1: The Patient Participation Group**
 - What are PPGs about?
 - What can they do?
 - What can't they do?
 - The “Critical Friend”:
 - Clearly defined
 - Expectations of the critical friend.
 - Benefits, “what's in it for them?”
 - Expectations of the practice:
 - Contract.
 - Benefits, “what's in it for them?”
 - CQC's interest in PPGs.
 - Future.

- **Session 2: Making the PPG work**
 - Good practice
 - Case studies.
 - Guest speakers from PPGs.
 - Benefits included throughout (why was this important?).
 - Barriers/what do you need to do to make this work?
 - Common issues.
 - (Group work).
 - Re-launching a PPG
 - Case studies
 - Why making the PPG work is important:
 - Testimonies from existing PPG members.
 - Socialising.
 - New passion etc.
 - Tell us what you can do – examples of how people can get involved, from the audience

- **Session 3: Citywide PPG Steering Group**
 - Current structure (PPGs > locality PPGs) – Chris Mills
 - What would this new group look like?
 - What would it do?
 - Why would it be a good thing? (One Voice)
 - What benefits would it provide?
 - Link it to other things discussed during the day.

- **Other content:** Additional things to present on the day
 - FAQs
 - “How can PPGs help the “staying well this winter” campaign?”
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