

# Citywide PPG Event Working Group

## Meeting 3 - 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 21<sup>st</sup> August 2017** between 1pm – 3pm at NHS Leeds CCG Partnership, Leafield House (LS17 5BP).

The meeting was attended by **four** 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	PPG member	Apologies
Beverley Kite	BK	North Leeds Medical Practice	PPG member	Apologies
Lisa Kundi	LK		Locality Manager, LCGGP	Apologies
Kath Newton	KN	The Gables	PPG member, PAG member	Apologies
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	Apologies
Helen Wilkinson	HW		Primary Care	Apologies
Roy Wilson	RW	Gibson Lane	PPG member	✓
Janet Zaddisa	JZ	St. Martin's Practice	Health Champion	Apologies
<b>Guests</b>				

### Agenda – 21.08.17

1. Welcome and Introductions
2. Recap previous meeting
3. Actions update
4. Set a date/pick a venue
5. Advertising the event
6. Content development:
  - a. Who is going to deliver the content?
  - b. How is the content going to be delivered?
  - c. Developing the “Citywide PPG Steering Group”
7. Actions
8. Any other business
9. 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 still currently pulling together this information. AW is still awaiting some information from some of the practices, but **AS** said he will try to feedback in the next meeting.

## Setting a date + picking a venue

In the previous meeting, the group agreed that sometime in October would be best; before the school holidays start. After researching other events and commitments that were taking place, the following dates were lined up as potential options for the event:

- Tuesday 10<sup>th</sup> October 2017
- Friday 13<sup>th</sup> October 2017
- Monday 16<sup>th</sup> October 2017
- Tuesday 17<sup>th</sup> October 2017
- Wednesday 18<sup>th</sup> October 2017
- Friday 20<sup>th</sup> October 2017

**AS** fed back that he has had a discussion with Carolyn Walker (**CW**), the lead of the comms and engagement team, about how she has spoken with medical director, Simon Stockhill, about his attendance at the event. It was agreed in the meeting that this was an exciting prospect and having a “higher up” would certainly add weighting to the event and what the goals were.

**AS** noted that Simon is only available on Friday 20<sup>th</sup> October, however, meaning that the event would need to take place on that day. The group were happy with this date, as it provided one of the most options for venues that had replied (see below):

Venue	Potential dates						Catering costs (per person) + VAT				Max no. of delegates	Location	Postcode	Distance from train station	Distance from bus station	Breakout rooms?	Notes
	10th Oct	13th Oct	16th Oct	17th Oct	18th Oct	20th Oct	Cost + VAT	Tea, coffee, biscuits	Juice	Food							
Albion Room - Leeds Town Hall	X	X	✓	X	✓	X	£850	£1.95	£5 (per jug)	Between £5.95 - £13.75 (9 options)	80	City Centre	LS1 3AD	0.4 miles (10 mins walk)	0.7 miles (15 mins walk)	Yes	Includes: technical support, free Wi-Fi, plasma screen, lectern and microphone, flipchart pad and pens
The Carriageworks - Room 1	X	✓	✓	X	X	X	£480	£1.95	£5 (per jug)	Between £5.95 - £13.75 (9 options)	64	City Centre	LS2 3AD	0.4 miles (10 mins walk)	0.7 miles (15 mins walk)	No	Includes: technical support, free Wi-Fi, plasma screen, lectern and microphone, flipchart pad and pens
Elland Road	✓	X	X	✓	X	✓	£25 (includes drinks, food and room hire) + £280 for PA, mic, projector and screen)			200	Out of centre	LS11 0ES	2.1 miles (bus route available)	2.7 miles (bus route available)	Yes, one included > £100 additional ones	Includes: function manager, paper, pencils, flipcharts and stand, internet access, free parking	
Leeds Art Gallery	X	X	X	X	X	X											
Leeds Beckett University - The Tweed/Herringbone	X	✓	✓	X	X	✓	£42 inc. VAT (includes drinks, room hire, pastries and biscuits, breakfast, 2 course hot and cold lunch, afternoon cake, water and cordial for rooms)			102/200	City Centre	LS1 2HA	0.2 miles (5 mins walk)	0.8 miles (15 mins walk)		Includes paper, pens sweets, projector, sound system, free wi-fi, av support	
NHS Leadership Academy	X	X	✓	X	X	✓				56	City centre	LS1 4GP	0.2 miles (5 mins walk)	0.6 miles (10 mins walk)	Yes		
Royal Armouries Hall - Royal Armouries	X	✓	✓	X	X	✓	<b>4* star package</b> = £32: room hire, event manager, drinks, 1 course buffet lunch, projector + screen, free wi-fi + £415 for PA system with microphone and radio mic with tech support) <b>5* star package</b> = £44.50: room hire, event manager, fruit bowl, drinks, 2 course buffet lunch, projector + screen, lectern and microphone, PA system, av technician, wifi			240	Out of centre	LS10 1LT	2 miles (bus route available)	0.7 miles (15 mins walk, bus route available)	Yes	Hearing loop available = £150 Additional microphones = £50	

The group looked at the different venue options and **AS** ran through what was being provided and the costings of each venue. The group looked through the selections and picked two venues they think would be best suited to the event:

1<sup>st</sup> choice: Leeds Beckett University – The Tweed/Herringbone

2<sup>nd</sup> choice: Elland Road

The group acknowledged that the first choice would be the preference if money were not an option, however they did acknowledge that their second choice would be as equally acceptable to ensure the NHS is not wasting money.

The group did discuss the pros and cons of each venue (including accessibility, use of public transportation, parking (or lack thereof).

**AS** said he will get confirmation from the team about budget and aim to book a venue in time for the next meeting.

### Advertising the event

The group discussed that getting the word out about the event was vital to ensure that the event is well attended and people are aware about it so they can be involved, either before, during or after the event.

The group discussed a number of different ways to “spread the word”:

1. **Community network** – currently at around 1,300 members, the network is a good place to spread the word.
2. **Primary care** – the group discussed that the primary care newsletter/bulletin will be a good way to contact primary workers (practice manager etc.).
  - a. **PPGs** – through primary care, the practice staff need to disseminate the information to PPG members.
3. **Doing Good Leeds website** – events can be advertised here and can be seen by many people in the voluntary sector.
4. **Leeds Involving People** – there is some scope to raise awareness in practices, hard to reach groups and the public through Leeds Involving People (LIP).
5. **E-Ngage** – it will be included in the next two E-Ngage newsletters that go out to the network as reminders.
6. **Leeds Citizen Panel** – there are over 4,000 members on the citizen panel that could be contacted about the event.
7. **Citizens Advice Bureau** – the bureau was suggested as a potential means to connect with people. **AS** said he will look into this further.
8. **Social events** – the group suggested contacting local playgroups, coffee mornings, luncheon clubs and similar social events to raise awareness of the event.

9. **Universities** – although term has yet to start, it could be a good opportunity for when the students return as the conference will be early on in the first term.
10. **Parish Councils** - the group suggested contacting the Parish councils.
11. **Social Media** – it was discussed that using different social medias will be useful to raise the profile of the event.

It was discussed that the event would need an end date to register for the event to be get an idea of numbers for the venue. It was agreed that **Friday 6<sup>th</sup> October** would be ideal.





Content development

The group reviewed the content from the content plan that was discussed in **Meeting Two**. They went through each section and tried to identify who might be best placed to discuss certain aspects of the content. The results from the discussions can be seen below:

Content	Session number	Delivery method	Suggested person(s)
Aims/objectives/outcomes	Introduction	Presentation + handouts	Simon Stockhill (intro)
Setting the scene – “why are we here”	Introduction	Presentation + handouts	Chris Bridle
Statistics	Introduction	Presentation + handouts (separate handout for statistics/infographics etc?)	
What have PPGs achieved	Introduction	Presentation + handouts	
Resources	Introduction	Patient Champions/PPG toolkit/handouts (overview in presentation)	
What are PPGs about?	Session 1	Groupwork – before discussions, what do you think?	Helen Wilkinson
What can they do/what can't they do?	Session 1	Patient panel – 3/4 patients ready to answer questions	Helen Wilkinson/PPG member
“The Critical Friend”	Session 1		PPG member/patient champion
Expectations of the practice	Session 1		Kirsty Turner
Good practice/case studies	Session 2	One or two prepared + groupwork discussions	Adam Stewart/Chris Bridle PPG member + practice manager
Barriers	Session 2	“Post it drinks” in coffee break + group discussion	
Re-launching a PPG	Session 2	Powerpoint/talk through, QI checklist/guidelines	
Why are PPGs important?	Session 2	Powerpoint/open discussion	
Tell us what you can do	Session 2	Groupwork – staying well this winter campaign, practical exercise	
Citywide PPG Steering Group	Session 3	(SEE NEXT PAGE)	
FAQs			
Network/establishing/joining etc.			
Other:			

## Citywide PPG Steering Group:

One of the sessions that will be included will be that of a citywide PPG steering group. The primary idea is to create an active working group that can liaise with the CCG, the locality PPGs that are currently being developed and the individual PPGs. They will be able to look at citywide initiatives, such as guidelines for PPGs that can be developed and dispensed to the PPGs. The hope is that it will improve consistency and enable more practices to be included.

For the event, the project group have discussed this idea and decided that a “sales pitch” needs to be made as to why a citywide PPG steering group would be useful and benefit PPGs across the city. The group will develop the citywide group and present it at the event with time for attendees to feedback and make suggestions for how to improve/change the initial ideal.

### **What is needed to establish the citywide PPG steering group?**

- Governance
- Terms of reference (TOR), including management of PPG network;
- Memorandum of Understanding (MOU);
- Ground rules;
- Mission statement;
- Recruitment process;
- Who is going to supervise/lead the group?
- Who chairs it?
- Structure (where does the group sit/who does it feed into?)
- Other standard documents?
- Expectations

The group discussed that it would be best if drafts of the above were created to consult on and changes could be made as appropriate. There was also a discussion that these documents may well exist somewhere in the country already and it may be that some searching might save some work.

### Next meeting:

The next meeting of the project group is scheduled for **Friday 1<sup>st</sup> September 2017** at WIRA House (LS16 6BE) between **10am – 12pm.**





## Content Plan:

- **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?
  - PPG guidelines
  - 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 (representation/retention/recruitment etc.).
    - (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?”
  - 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

