

Citywide PPG Event Working Group

Meeting 5 - 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 fourth meeting took place on **Friday 15th September** between 10am – 12pm at NHS Leeds West CCG (Wira House, LS16 6EB).

The meeting was attended by **four** patients, **three** member 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 | Apologies |
| 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 | Apologies |
| 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 | Apologies |
| Sue Watson | SW | Oakwood Lane Medical Practice | PPG member | Apologies |
| Helen Wilkinson | HW | | Primary Care | ✓ |
| Roy Wilson | RW | Gibson Lane | PPG member | ✓ |
| Janet Zaddisa | JZ | St. Martin's Practice | Health Champion | Apologies |
| Guests | | | | |
| John Hardiman | JH | - | Comms Support, NHS Leeds CCG Partnership | ✓ |

Agenda – 15.09.17

1. Welcome and Introductions
2. Recap previous meeting
3. Actions update
4. Venue - particulars
5. Advertising the event
6. Attendees
7. Content development
 - a. How – digital support and external input
 - b. Finalising content/timings/breakout sessions
8. Actions
9. Any other business
10. 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 event.

Venue - particulars

AS fed back that he and **SW** visited Elland Road on Wednesday 13th September to see the venue and visualise how the event might look.

AS fed back about a variety of specifics for the venue, including:

- Food
- Disabled access
- Room space
- AV support
- Accessibility support

Flyer

AS fed back the different ways in which people have been informed about the event and the plans to roll out to other potential interested parties.

Attendees

AS informed the project group that around 35 people had signed up to the event since registration began. This includes three stall holders.

It was discussed that project group members need to indicate whether they are attending themselves, as the numbers are needed for space/food purposes.

It was noted that as advertisement for the event increases, the number of people should increase, but the initial uptake was positive.

Content development

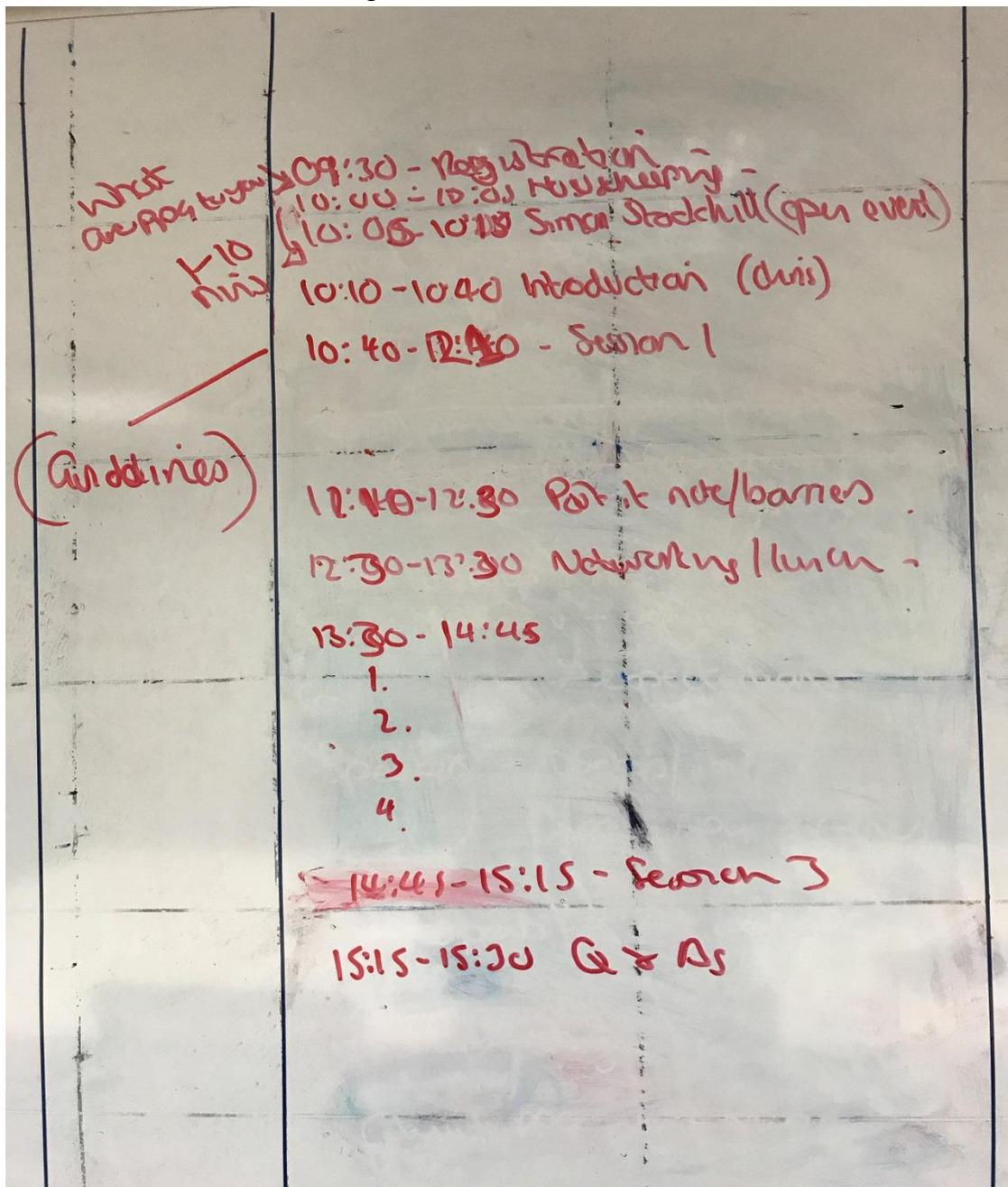
JH a member of the communications team for the NHS Leeds CCG Partnership was in attendance at the meeting to inform the project group as to what digital support is available for the event.

He fed back to the group several ways in which the event can utilise technology platforms to make the event more engaging, including:

- **Scribble Live** – a platform that pulls together all relevant content on social media into one space for external viewers to see, rather than trying to find it all on the various different platforms, providing there is a hashtag that has been identified.
- **Facebook Live/Twitter live** – a means to stream the event to people on social media.
- **iPad sign ups** – along with paper sign ups, there could be the use of iPad tablets to get people signed up to the community network.
- **Slack** – there is a potential for Slack to be briefed at the event and raise its profile for how it can be used in the future with PPGs.

It was also noted that JH could have a stall at the event to help people look at the different technology/digital options that could be used by PPGs.

The project group then looked at the timings for the event and came up with a loose running order which can be seen in the image below:



There were also some discussions in the “how” of some of the content and the layout of the day. This included firming up how the “post it note/barriers” session will work and the ordering of some of the sessions.

AS said he will write up a draft of the agenda for group members to have a look at in time for the next meeting.

Actions:

JC said he will contact the Parish councils about the event to help spread awareness and try to intice further attendees from already active members of the public.

Next meeting:

The next meeting of the project group is scheduled for **Monday 25th September 2017** at Leafield House (LS17 5BP) between **11:30am – 1:30pm**.

