

Citywide PPG Event Working Group

Meeting 6 - 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 **Monday 25th September** between 11:30am – 1:30pm at NHS Leeds North CCG (Leaffield House, LS17 5BP).

The meeting was attended by **five** patients and was facilitated by Adam Stewart, Engagement Officer for the NHS 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	✓
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	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	Apologies
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
Guests				

Agenda – 25.09.17

1. Welcome and Introductions
2. Recap previous meeting
3. Actions update
4. Venue - particulars
5. Advertising the event
6. Attendees
7. Content development
 - a. Review agenda/timings etc.
 - b. PPG guidelines
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.

JC has provided **AS** with information relating to the bus services that run by Elland Road which can be included with information that is sent to delegates.

JC has also been in contact with the local Parish councils to raise awareness of the event and encourage attendance.

Venue - particulars

AS fed back that Elland Road has been able to make a change to the menu and will be providing sandwiches and chips for delegates as opposed to sandwiches and soup.

It was also discussed that there has been confirmation that the venue will be suitable for disabled access, including those with larger mobility scooters as there had been concerns that the life available might not have been suitable.

It was also confirmed that British Sign Language (BSL) interpreters were on hand should any delegates sign up who require this support. A hearing loop is also available should it be required.

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. These contacts are being logged in a spreadsheet to collect information on which methods have been effective in garnering interest and attendees for the event.

Attendees

AS informed the project group that around **70** people had signed up to the event since registration began. This includes **15** stall holders.

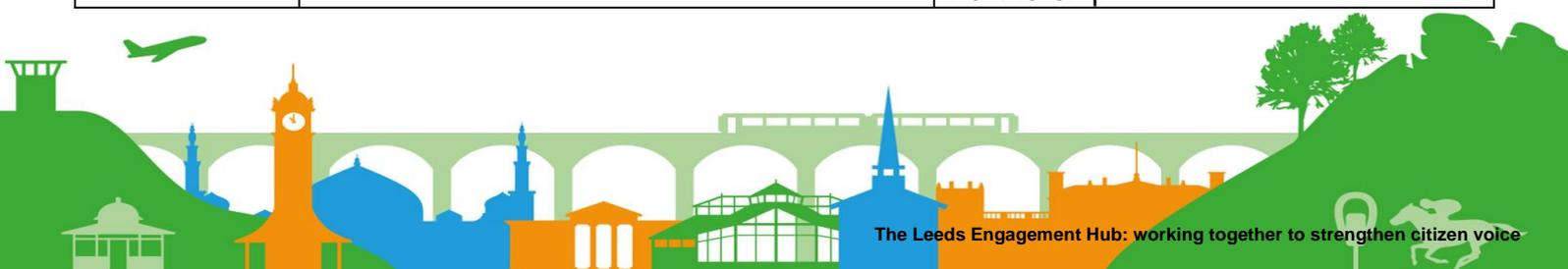
It was discussed that project group members need to indicate whether they are attending themselves, as the numbers are needed for space/food purposes.

It was discussed that currently there has not been a great deal of uptake from practice staff. The group felt that it important that the practice staff attend as they are integral to the PPGs as much as the patients. **AS** said we will speak with **HW** about getting more practice staff attending the event.

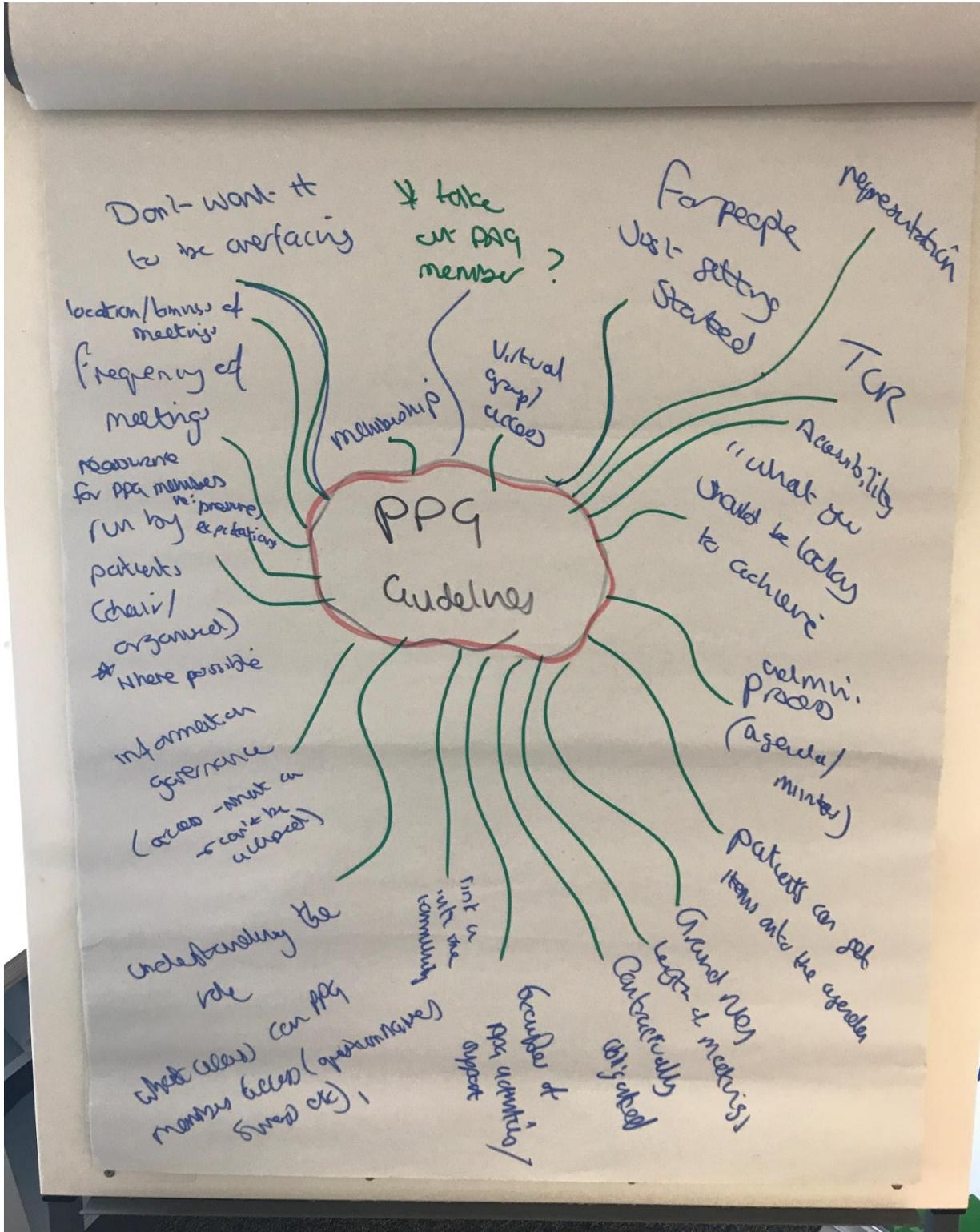
Content development

The group reviewed the content plan and firmed up the timings that were loosely outlined in the previous session. The timings for each session can be sent to those delivering content to give them an idea of the time they have to work with and the order for the content, which can be seen below:

9:30 – 10:00	Arrival, registration, coffee and tea	
10:00 – 10:05	Welcome + Housekeeping	Adam Stewart , NHS Leeds CCG Partnership
10:05 – 10:15	What are PPGs about? - Groupwork	Adam Stewart , NHS Leeds CCG Partnership
10:15 – 10:25	Opening remarks	Simon Stockill , NHS Leeds CCG Partnership
10:25 – 10:35	Why are we Here? – System Integration & ‘One Voice’	Rebecca Barwick + Nigel Gray , NHS Leeds CCG Partnership
10:35 – 10:45	Looking Forward – Leeds plan	Paul Bollom , Leeds City Council
10:45 – 11:00	Setting the Scene – The Status of PPGs in Leeds	Chris Bridle , NHS Leeds CCG Partnership
11:00 – 11:15	Expectations of a PPG	Helen Wilkinson , NHS Leeds CCG Partnership + PPG member
11:15 – 11:30	Expectations of a Practice	Kirsty Turner , NHS Leeds CCG Partnership
11:30 – 11:45	Expectations of a PPG member – “The Critical Friend”	Chris Bridle , NHS Leeds CCG Partnership + Suzie Shepherd
11:45 – 12:15	PPG Panel	Trevor Thewlis, Kath Newton, Blank space 1, Space to be filled 2
12:15 – 12:30	Breaking Down Barriers – Post it notes	Adam Stewart, NHS Leeds CCG Partnership
12:30 – 1:30 Lunch and Networking		
1:30 – 1:40	Why making PPGs work is Important	Roy Wilson + Gill Collins, Gibson Lane Practice
1:40 – 1:45	PPGs in Practice – Caring Hands	Beverley Kite + Michelle Whittaker , North Leeds Medical Practice
1:45 – 1:55	PPGs in Practice – Using GP Online	James Blanchard , NHS England
1:55 – 2:15	Breaking Down Barriers - Groupwork	Adam Stewart, NHS Leeds CCG Partnership
2:15 – 2:25	Relaunching a PPG	Adam Stewart, NHS Leeds CCG Partnership
2:25 – 2:45	PPGs in Practice – Staying Well This Winter	Shak Rafiq, NHS Leeds CCG Partnership
2:45 – 2:55	The CCG’s Structure	Chris Mills , NHS Leeds CCG Partnership
2:55 – 3:05	A Citywide PPG Steering Group for Leeds	Helen Wilkinson + John Curtin , Citywide PPG Event Project Group
3:05 – 3:20	A Citywide PPG Steering Group for Leeds – Assessing the Value Groupwork	Helen Wilkinson + John Curtin , Citywide PPG Event Project Group
3:20 – 3:30	Questions and Close	Adam Stewart, NHS Leeds CCG Partnership



During the event, the group are hoping to develop some "guidelines" for PPGs to help them put together what a PPG is and how it should work. To help develop these guidelines that can be shown at the event, the group had an open discussion about what they should include and what their focus should be. The discussions can be seen in the image below:



AS said he will write these notes and try draft an example guidelines for review in the next meeting.

Actions:



AH and **RW** will bring the event to their PPGs to raise awareness and encourage attendance from PPG members and practice staff.

BK will contact the National Association for Patient Participation about having them involved in part of the discussion and having them attend the event. She will also speak with her practice about presenting on the 'Caring Hands' project.

Next meeting:

The next meeting of the project group is scheduled for **Wednesday 4th October 2017** at WIRA House (LS17 6BE) between **9:00am – 11:00am**.

