

Citywide PPG Event Working Group

Meeting 4 - 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 1st September** between 10am – 12pm at NHS Leeds West CCG (Wira House, LS16 6EB).

The meeting was attended by **four** patients, **one** 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 | Apologies |
| Anne Heeson | AH | New Cross Surgery | PPG member | Apologies |
| 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 | ✓ |
| Helen Wilkinson | HW | | Primary Care | ✓ |
| Roy Wilson | RW | Gibson Lane | PPG member | ✓ |
| 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. Date/venue
5. Flyer
6. Content development:
 - a. Re-examine how and who.
 - b. Citywide PPG steering group – expectations, particulars
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 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.

Date + Venue

AS confirmed with the group that the event will be held on **Friday 20th October 2017** and will be held at **Leeds United Football Club, Elland Road**.

AS explained to the group that he is waiting to hear back from the event co-ordinator at Elland Road to book in a date to visit the venue and the rooms. **AS** explained that he will contact the project group when the date is confirmed for people to come along and visit the venue.

Flyer

The group were presented a first draft of the event flyer that will be used to advertise the event. The group provided a range of feedback to help make the flyer more accessible. **AS** said he will be sure to get the flyer updated and sent out as quickly as possible.

Content development

The group re-examined the content plan and who is aligned to deliver each section:

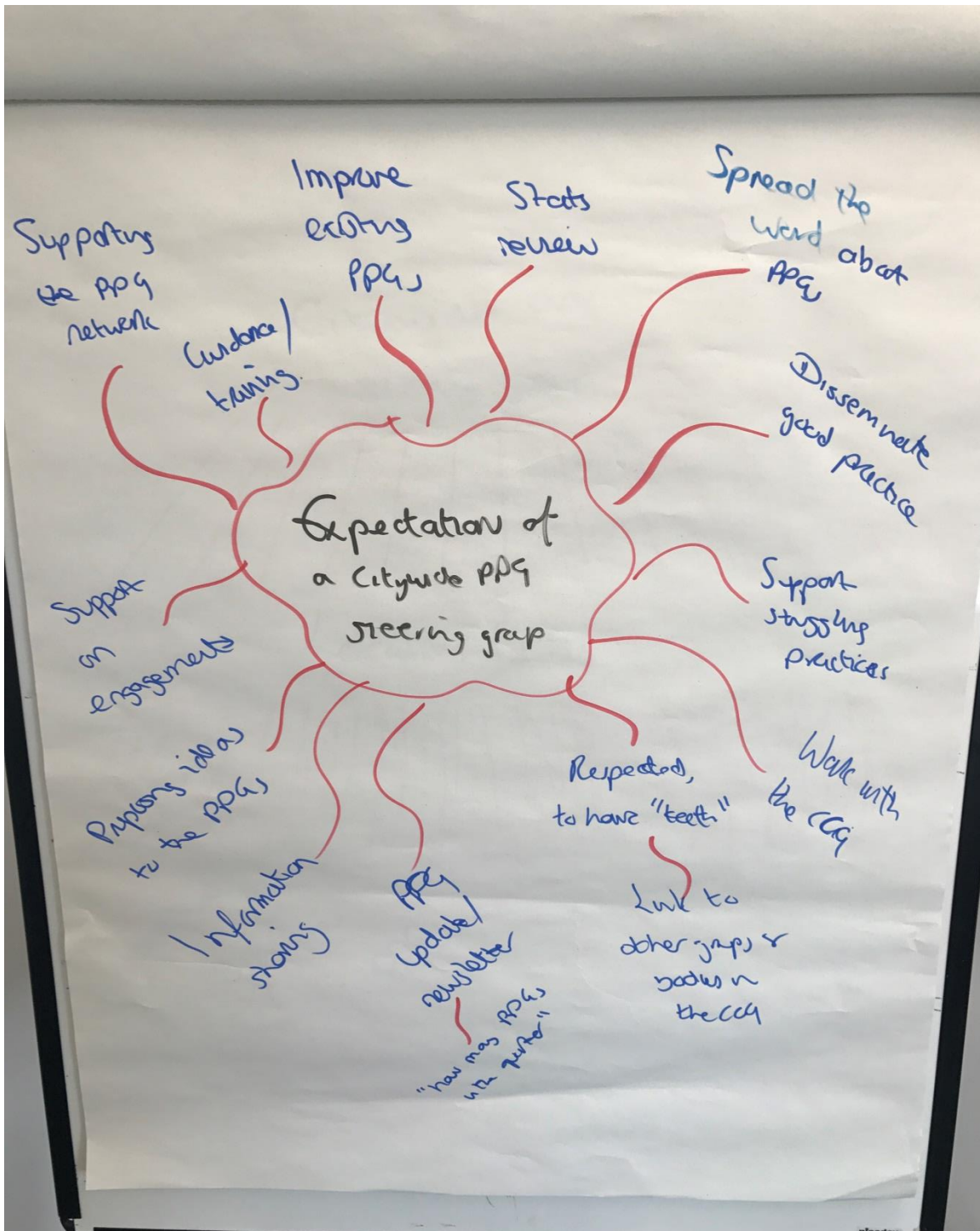
- It was discussed that the "what are the PPGs about" might go better in the original session.
- It was affirmed that the third session will be conducted via table facilitation.
- The 1st and 2nd sessions were given titles of "The Patient Participation Group - A Hidden Asset" and "Making the PPG Work – Sharing the Load" respectively.
- There was also discussion about needing to include the "guidelines" section to the event.

The update to the content plan can be seen on the final page.



Citywide PPG Steering group – expectation

To help formulate the documents that will inform what the citywide PPG steering group will look like, the group discussed the expectations of what this group will look like. The notes from that discussion can be seen in the image below:



Next meeting:

The next meeting of the project group is scheduled for **Friday 15th 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 – A Hidden Assett**
 - 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 – Sharing the Load**
 - 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?”
 - Time to network/ask questions
 - “Recipe book”
 - PPG toolkit
 - PPG Guidance
 - Sign people up to the network
 - Establishing emails/links between:
 - PPGs and other PPGs
 - PPGs and the CCG

