

Leicester, Leicestershire and Rutland

Public and Patient Involvement Assurance Group (PPIAG)

Report from meeting of: Wednesday 27 July 2022

Attendance: Evan Rees, Rasheed Cader, Nishita Andrea Ganatra, Brigitte Heller, Vaughan McLeod, Andy Murtha, Mary Smith, Sue Venables, Caroline Trevithick, Jacob Brown, Kirstie Swinfield

Apologies: Mathew Hulbert, Brian Rowlands, Janet Thompson

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| Area/topic for engagement: | PPIAG development session: Aligning the PPIAG to Quality & Safety |
| Presented by: | Caroline Trevithick, <i>Executive Director of Nursing, Quality and Performance & Deputy Chief Executive LLR CCGs</i> |
| Purpose of engagement: | To review the Integrated Care Board (ICB) governance structure; the roles of both the Quality & Safety Committee and System Quality Group; and the relationship between the PPIAG and the Quality & Safety Committee. |
| Geographical scope: | Leicester, Leicestershire, and Rutland |
| Demographic scope: | Leicester, Leicestershire, and Rutland |
| Timescales: | N/A |
| Which LLR wide work stream does this impact: | N/A |
| Evidence of engagement activities is provided by: | N/A |
| Any (relevant) groups not engaged with: | N/A |
| Key themes emerging from the presentations | <ul style="list-style-type: none"> In terms of providing assurance, risk and the actions to mitigate risk need to be considered. How long is it likely to take to embed planned actions? What is an acceptable timeframe to see results when the current |

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| | <p>patient experience is not satisfactory, but actions are in place and appropriate?</p> <ul style="list-style-type: none"> • It is important to identify what the PPIAG is assuring: that the ICB has collected data and insights from the population, as well as the impact of the data and insights. • The PPIAG felt encouraged that Caroline Trevithick, on behalf of the ICB, is focused on patient engagement. • It is important to ensure that insights are being used to inform service/pathway redesign, transformation, and improvement. The ICB is committed to understanding how it feels to be a service user in Leicester, Leicestershire and Rutland and seeks the PPIAG's support in assuring the public that the ICB is listening to the public's views. • Need to agree on a feedback loop for the PPIAG and the wider population to hear what actions the system is implementing and timescales. Evan and Sue to meet to discuss 360-degree feedback structure. • The PPIAG business agenda and work programme will be reviewed to ensure it is focussed on topics of most concern to the public. |
| <p>How will these insights and key themes be used to inform the draft strategy?</p> | <p>N/A</p> |
| <p>Are there any implications for consultation processes (if applicable)?</p> | <p>N/A</p> |
| <p>Areas of good practice:</p> | <p>N/A</p> |
| <p>Areas for improvement and recommendations:</p> | <p>See previous section (key themes emerging)</p> <p>Assurance tracker to be put in place to enable monitoring of programmes of work brought to the PPIAG for assurance. Deadline August 2022.</p> |
| <p>These engagement activities have predominantly involved:</p> <ol style="list-style-type: none"> 1. Co-production 2. Co-design 3. Engagement 4. Formal consultation 5. Informing 6. Educating | <p>N/A</p> |

Other business

- Recruitment
The process to recruit new PPIAG members will begin in September 2022. Existing members coming to the end of their term will need to follow a reapplication process if they wish to remain in the group. Further information to follow.
- Development sessions
Evan and Sue to meet to plan development sessions, which will be arranged in addition to the monthly PPIAG meetings. Kirstie to liaise with the PPIAG regarding a date in September.