

# Leicester, Leicestershire and Rutland

## Public and Patient Involvement Assurance Group (PPIAG)

**Report from meeting of:** Wednesday 23 November 2022

**Attendance:** Evan Rees, Rasheed Cader, Nishita Andrea Ganatra, Brigitte Heller, Mathew Hulbert, Mary Smith, Janet Thompson

**Integrated Care Board (ICB) representation:** Sue Venables, Kirstie Swinfield (notes)

**Apologies:** Vaughan McLeod, Andy Murtha, Ruth Olugbenga, Brian Rowlands

### First item

<b>Topic presented</b>	Enhanced Access update
<b>Presented by</b>	Sue Venables, Head of Engagement and Insight, LLR ICB
<b>Purpose of presenting</b>	<p>The PPIAG was asked to:</p> <ul style="list-style-type: none"> <li>• discuss the next steps in the implementation of Enhanced Access.</li> <li>• discuss the associated risks and issues.</li> <li>• assure the approach to the next steps.</li> </ul>
<b>Geographical scope of proposed engagement</b>	Leicester, Leicestershire and Rutland
<b>Demographic scope of proposed engagement</b> <small>E.g. age, gender, income/occupation, cultural background, disability</small>	All groups
<b>Proposed engagement timescales</b>	January – February 2023
<b>Which LLR-wide workstream does this impact</b>	Primary Care
<b>Key themes emerging from the presentations as identified by the Group</b>	<ul style="list-style-type: none"> <li>• Enhanced access is a positive and welcomed service for patients.</li> <li>• Enhanced access covers services – Monday – Saturday. The system is considering access to services on a Sunday as part of a review of urgent care, particularly transport, distance, and pharmacy coordination.</li> <li>• The 26 PCNs in LLR have designed services based on their local population health needs. This means that</li> </ul>

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	<p>there are 26 variations of the service to meet local needs. While positive, communications needs to come from a local level.</p> <ul style="list-style-type: none"> <li>• The existing extended access services is still running alongside enhanced access provided by PCNs, until the new service embeds in. Prior to extended access services ceasing we need to understand the implications, particularly around the variations across the health system and any gaps in service.</li> <li>• A robust engagement process with all communities is required.</li> <li>• Concerns regarding the effectiveness of 'out of hours' services, due to the use of different computer systems across healthcare.</li> <li>• Request for regular updates.</li> </ul>
<b>Was the Group assured that engagement/consultation had been satisfactorily completed?</b>	N/A (for comment only at this stage)
<b>Was the Group assured that insights had impacted decisions/planning?</b>	N/A (for comment only at this stage) Insights have been collected from 44,000. They are currently being analysed and evaluated and will be shared with the group when this work is complete.
<b>Second item</b>	
<b>Topic presented</b>	PPG survey for practice managers – findings and recommendations
<b>Presented by</b>	Sue Venables, Head of Engagement and Insight, LLR ICB
<b>Purpose of presenting</b>	To request feedback on the findings and recommendations.
<b>Geographical scope of engagement</b>	Leicester, Leicestershire and Rutland
<b>Demographic scope of engagement</b> <small>E.g. age, gender, income/occupation, cultural background, disability</small>	Practice Managers from all GP surgeries in LLR were invited to participate in the mini survey.
<b>Engagement timescales</b>	September 2022 - present
<b>Which LLR-wide workstream does this impact</b>	Primary Care

<b>Key themes emerging from the presentations as identified by the Group</b>	<ul style="list-style-type: none"> <li>• It may be useful for the ICB to define what a PPG is, provide a model Terms of Reference, and introduce some metrics.</li> <li>• Concerns regarding primary care's lack of communication with patients generally, but also regarding PPGs.</li> <li>• There is a perception that some practices do not wish to have or engage with a PPG.</li> <li>• There is a need to widen the demographic of PPGs, such as recruiting younger people.</li> <li>• Where there is limited capacity and capability at practice level to facilitate PPGs, could a third party, such as the voluntary sector, support?</li> </ul>
<b>Was the Group assured that engagement/consultation had been satisfactorily completed?</b>	N/A (for comment only at this stage)
<b>Was the Group assured that insights had impacted decisions/planning?</b>	N/A (for comment only at this stage)
<b>Standing agenda items</b>	
<b>Report from the previous meeting</b>	The report from the PPIAG on 26 October 2022 was approved.
<b>Horizon scanning</b>	Planned care – how are patients being communicated with regarding waiting list backlogs?
<b>Other business</b>	The next meeting is scheduled for 20 <sup>th</sup> December 2022.