

Public and Patient Involvement Assurance Group (PPIAG)

Report from meeting of: Wednesday 20th December 2022

Attendance: Evan Rees, Andy Murtha, Brian Rowlands, Mary Smith, Janet Thompson

Integrated Care Board (ICB) representation: Sue Venables (Head of Engagement and Insights), Dr Sulaxni Nainani (Deputy Chief Medical Officer), Seema Gaj (Integration and Transformation Manager), Kirstie Swinfield (Partner Insight Senior Assistant, taking notes)

Apologies: Rasheed Cader, Nishita Andrea Ganatra, Brigitte Heller, Vaughan McLeod

First item

Topic presented	Implementing improvements in Primary Care across Leicester, Leicestershire and Rutland (LLR)
Presented by	Dr Sulaxni Nainani, Deputy Chief Medical Officer, LLR ICB
Purpose of presenting	<p>Update to PPIAG in relation to some aspects of care provided by GP practice.</p> <p>Dr Nainani provided an update on work underway to improve Primary Medical Care services across LLR and to manage the Group's expectations regarding the length of time it would take for the impact of those changes to be recognised.</p>
Which LLR-wide workstream does this impact	Primary Medical Care (GP practice)
Key themes emerging from the presentations as identified by the Group	<p>Although more appointments are being offered than ever before, there are still concerns re lack of access.</p> <p>Further communication and engagement is required to ensure the public understand the changes that have taken place across Primary Care, including the introduction of additional roles.</p> <p>There is significant variance in appointment booking processes across GP surgeries in LLR.</p> <p>Family practices no longer appear to have a place within the community.</p>

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	<p>The impact of changes should be demonstrated in quality and safety metrics.</p> <p>The Group acknowledged the pressures in GP practices, including staffing, winter and Covid.</p>
Was the Group assured that engagement/consultation had been satisfactorily completed?	N/A – update for information only
Was the Group assured that insights had impacted decisions/planning?	N/A – update for information only
Standing agenda items	
Report from the previous meeting	The report from the PPIAG meeting on 23 rd November 2022 was approved.
Horizon scanning	<p>A period of engagement will commence in January 2023 relating to improving community health services in Hinckley.</p> <p>There will be a public engagement later in 2023 relating to Lutterworth Community Hospital.</p> <p>Enhanced access and urgent care.</p>
Other business	The next meeting is scheduled for Wednesday 25 th January 2023.