

Q: Question  
C: Comment

**Patient Participation Group (PPG) Network Meeting**  
**25 January 2023 | 11am – 12.30pm | Zoom**

**Representation from:**

Barwell and Hollycroft Medical Centre  
Castle Donington Surgery  
Castle Mead Health Centre  
Castle Medical Group  
Charnwood Community Medical Group  
Cottage Surgery  
Countesthorpe Health Centre  
Desford Medical Centre  
Dr Virmani & Dr Bedi (Whitwick Health Centre)  
Fosse Medical Centre  
Grobby Road Medical Centre  
Markfield Medical Centre  
Measham Medical Unit  
Northfield Medical Centre  
Parkview Surgery  
South Leicestershire Medical Group  
Uppingham Survey  
Woodbrook Medical Centre

**Integrated Care Board representation from:**

Jo Ryder, Experience and Relationships Manager  
Birju Vaja, Insights and Experience Officer  
Kirstie Swinfield, Partner Insight Senior Assistant

**Welcome and introductions**

Hosted by Jo Ryder, Experience and Relationships Manager, LLR ICB

**Tribute to Jennifer Canderton**

Jan Geary and Brigitte Heller, South Leicestershire Medical Group PPG

Jennifer sadly passed away on Sunday 8 January 2023. Jan and Brigitte paid tribute to Jennifer and all the wonderful work she has done within the NHS.

**Integrated Care Board (ICB) update**

Presented by Jo Ryder, Experience and Relationships Manager

We have launched a 6 week engagement period on proposed improvements to Hinckley community health services. Any support to promote this engagement would be appreciated. For further details, including a list of events, please visit <http://www.haveyoursayhinckley.co.uk/>

As previously mentioned in PPG Network meetings, PPGs are welcome to join the Voluntary, Community and Social Enterprise (VCSE) Alliance via <https://leicesterleicestershireandrutland.icb.nhs.uk/be-involved/vcse-introduction/>

**Volunteer campaign update**

Presented by Birju Vaja, Insights and Experience Officer

The campaign will encourage people to volunteer within the NHS, which includes PPGs. A toolkit for practice managers and PPGs is currently in development and we anticipate this to be completed in February. A draft version will be shared with PPGs. Over 90 (out of 136) GP practices in Leicester, Leicestershire and Rutland have agreed to support the campaign. Further information will be shared at the next meeting.

## **Urgent and emergency care update**

Presented by Jo Ryder, Experience and Relationships Manager

Chris West, Deputy Chief Nursing Officer LLR ICB, sent her apologies.

The answers below were not provided during the meeting, but have been noted following communication with Integrated Care Board colleagues, including Chris West, Deputy Chief Nursing Officer; the Contracts & Procurement Team (Urgent and Emergency Care) ; and the Head of Communications & Marketing.

[Slides presented]

**Q Please explain the ‘unscheduled care coordination hub’ graph in the presentation?**

Many people calling East Midlands Ambulance Service don't need the emergency department and could be redirected to alternative services to more appropriately be helped and if required treated. Staff from the Hub look at the active calls coming into the ambulance service. Those people that could be better treated elsewhere are diverted. There are a range of services they could then be seen by. For example, the district nursing service or Home Visiting Service including the Falls service, or mental health services. It may be that before they are diverted that further information is needed about the patient. To diagnose them a clinician from service called the Clinical Navigation Hub contacts them. They find out further information and then divert the patient appropriately. This may even be advising the patient on how they can self-care.

The graph on the slide shows a snap shot telling us that that during a 5 day period in December, 119 people were support through the Unscheduled Care Coordination Service.

**Q There has been some information on social media regarding a new 10-bed transfer unit at the Leicester Royal Infirmary, which looks positive.**

This is additional floor space to support patients who are awaiting transfer to another UHL site or into the community, and will support patient flow through the Emergency Department

**Q I am aware of several NHS 111 issues, where people experience unacceptable waiting times to eventually be told that they need to visit A&E.**

Just as the emergency department has been under pressure recently this has impacted other services including NHS 111. We are working with the provider to improve call handling response time and performance. If there are any specific personal insights that you wish to share, please send details to [birju.vaja1@nhs.net](mailto:birju.vaja1@nhs.net).

**Q If people turn up at A&E, but could be more appropriately seen elsewhere, are they redirected to another service?**

Yes – all patients are clinically assessed when they present at the emergency department front desk. Patients who are identified as suitable for a more appropriate service elsewhere, and consent, are re-directed to a booked appointment.

**Q Are more locum GPs being recruited and/or are agencies being held accountable for locums who do not turn up?**

GP Locums as with all NHS employees have a Contract of Employment with the practice they are working for. They should adhere to that contract and any agency involved should ensure that the locum is fully aware of the requirements of the post.

**C Patients are confused by the availability of services, particularly extended access and urgent care centres. The messages about available services do not seem to be coordinated. It would be useful if there was a comprehensive list/guide of all services.**

The health and care system including all NHS organisations and the local authorities in the 2 counties and City have been jointly working on the Get in the Know campaign. You may recall that we have present this to the group in 2022. Further details and a comprehensive guide is available on [the ICB website – Get in the Know](#).

**C I understand that GP enhanced access appointment are only available through your own GP surgery or NHS 111, but that has not been clearly communicated to the public.**

From 1<sup>st</sup> October 2022, patients registered with a practice in Leicester, Leicestershire and Rutland can book appointments between 6:30 and 8pm, Monday to Friday, and 9am to 5pm on Saturdays for certain conditions. This is in addition to the core practice hours of 8am to 6:30pm Monday to Friday.

Practices are provided additional appointments based on the needs of their specific population, which is why it is hard to sent out one message across the whole health system.

The appointments will be provided by a range of health professionals in the practice team appropriate to the individual clinic and supported by a GP at all times. To book you simply contact your practice, the reception team will ask you for details about the health problem you need help with or why you need an appointment. It is important that you give them information, so they can book your appointment with the most appropriate member of the practice team and a convenient time. They have been trained to do this.

Depending on your practice, appointments can be booked over the telephone or by visiting the practice in person. You may also be able to book an online appointments through the NHS app or through an online service if you have registered.

**Q I have tried to access Oadby urgent care centre twice, but it was closed both times. Is there a list that details the opening hours of urgent care services?**

These details are included in the presentation, which will be shared following the meeting.

**Health+ and how it can support your PPG**

Presented by Friday Chidlow and Andrew Fuller, Health+ Project Managers from Reaching People

Provided by Reach People, Health+:

- Provide one to one digital support to patients in their local surgery.
- Help patients with basic digital skills and addressing their digital issues.
- Provide relevant training and a shadowing opportunity.

They provide 5 hours of free training, which includes health literacy, online security and app training specific to your surgery. They also provide 1-2 weeks of shadow trainer for PPG members.

People only need to have the attitude to learn some new skills and pass them on.

Tablets are provided to volunteers with pre-loaded information that helps them teach others. But the aim is to teach people who already have their own equipment.

Reaching people received approximately £70k from NHS Charities to be spent over a few years. They may be able to extend the project beyond June 2023, but are keen to train PPGs, so they can continue to support people if the project stops.

All practices have been contacted across Leicester, Leicestershire and Rutland. Some surgeries have said it is not the right time for them. 10 surgeries have so far taken up the offer.

Reach People have delivered the service from a library, but it is preferable in the surgery, because of access to IT facilities, passwords, etc.

There are limited number of volunteers and they are spread across Leicester, Leicestershire and Rutland. However, if a surgery is interested in support, Reaching People try to recruit trainers in that geographical area. If there are no PPG members available, but people still like training at your surgery, we can contact the surgery to discuss training.

If you would like to volunteer for the project, please email [healthplus@reachingpeople.co.uk](mailto:healthplus@reachingpeople.co.uk) or contact Friday directly via [friday@reachingpeople.co.uk](mailto:friday@reachingpeople.co.uk) or 07955 070 513 (Monday – Wednesday).

#### **Final questions/comments**

**Q Could presenters pre-record their presentations to be shown to the group if they are no longer to attend?**

Thank you for the suggestion. This idea is being considered for future meetings.

Please email and suggestions for future agenda items to: [birju.vaja1@nhs.net](mailto:birju.vaja1@nhs.net).

The next meeting will be held on Thursday 23 February 2023.