

Q: Question
C: Comment

**Patient Participation Group (PPG) Network Meeting
30 March 2023 | 2pm – 4.30pm | NSPCC National Training Centre**

<p>Representation from: Anstey Surgery Barwell & Hollycroft Medical Centres Bridge Street Surgery Broom Leys Surgery Burbage Surgery Castle Medical Group Cottage Surgery Countesthorpe Medical Centre Downing Drive Surgery Drs Virmani & Bedi (Whitwick) Fosse Medical Centre Glenfield Surgery Grobby Road Medical Centre Grobby Surgery Highfields Medical Centre Kingsway Surgery Markfield Medical Centre Northfield Medical Centre Old School Surgery Parkview Surgery Quorn Medical Centre Ratby Surgery South Leicestershire Medical Group Uppingham Surgery Vale Medical Group Woodbrook Medical Centre</p>	<p>Integrated Care Board (ICB) representation from: Andy Williams, Chief Executive Jenny Goodwin, Deputy Chief Officer, Communications and Engagement Sue Venables, Head of Engagement and Insights Birju Vaja, Insights and Experience Officer Jacob Brown, Children's, Young People and Families Engagement Officer Kirstie Swinfield, Partner Insight Senior Assistant</p>
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Welcome and introductions
Hosted by Sue Venables, Head of Engagement and Insights

LLR ICB – The here and now and where we're heading
Presented Andy Williams, Chief Executive

Update about recent key service areas and thoughts on the next 12 months (please see infographic on attached slide deck).

PPG showcase
PPG members talk about their local work that is making a real difference to patient care.

Phil Marston, Uppingham Surgery – Broadcast and Direct Communication
There are basically two types of communication – Broadcast & Direct. Broadcast (e.g. website and social media) is where a message is sent, anyone received it but there is no guarantee that it will be received by those who need it most. Direct (e.g. email, text and phone) is where a message is directed to an individual. The latter can either allow a reply or be a 'no reply'.

Many messages are sent without proof reading and can be confusing to many readers meaning they need to phone for clarification (which is not what is wanted). PPG's can proofread as if they were patients and inform the practice. Also, remember those who do not have any modern means of communication. Uppingham PPG have started to produce a newsheet (made available at the last meeting) which will be issued quarterly, proofread by the PPG, and allowing feedback to the practice.

Martin Cooper and Karen Wesson, Castle Medical Group PPG – Current activity

We have revised our constitution at our recent AGM we now have information-based meetings on a bi-monthly basis and have a virtual committee of five, made up of current and past chairs, secretaries, IT and fund raising. The committee deals with planning and business in between the whole group meeting. This group is both virtual through WhatsApp and holds ad-hoc face-to-face meetings as the need arises.

Only one month into this but it is working well. We had a face-to-face meeting working on ideas for a promotion strategy to attract new members from a wider spectrum of patients and as chair I met with the Business Manager Jennie Caulkwell and Social Media Co-ordinator Alison to draw up a plan of action around a variety of media sources and time scale this morning. We looked at the ICB toolkit and how we can marry in too with our own targeted ideas locally. Working on increasing membership and diversity, we have set an ambitious target of 10 new members broken down into distinct categories.

The PPG has its own website (<https://sites.google.com/site/ashbypgg>). There is no cost to have the website, but the new platform is not as good as the previous version. Martin is meeting with IT staff at the surgery to discuss this.

Ramesh Kanani, Highfields Medical Centre PPG – The Carers' Network

During the carers week in June 22, the members of PPG from Highfield Medical Centre (HMC) delivered the awareness session to the patients from HMC. This was done over 2 afternoons in June. The programme was supported by Age UK, The Carers Centre, senior GP partners and was very well supported by the practice manager and colleagues.

For the project to be successful, the surgery needs to have carer register.

The benefits to the carers are, advice, sign posting, double appointments, where possible home visits and flu jabs.

Maxine Clift, Vale Medical Group (VMG) – Successes over the last year

- We circulate the NHS 5 on Friday each week. As a result of this I was interviewed on our community radio *103FM The Eye* some weeks ago
- We put together and distributed the Patient Support Directory signposting patients and advisors to the areas of clinical, emotional and pastoral support available in the district
- With the practice, we are working together to make the VMG on-line services as user-friendly as possible
- Organised with our practice manager, we have set up a walking group to get people on their feet with short walks in a sociable environment
- We have managed a number of complaints and concerns of patients. This has always been with a view to improve the VMG practice and the patient experience. On occasions this has highlighted that whilst VMG have undertaken their role properly, it has been others in the delivery pathway that have let things down
- We have received unsolicited compliments from patients wishing to extend to VMG their satisfaction with the service. This includes
 - *I want to give my sincere thanks to all the amazing staff whose quick professional actions helped to save my mother's life. With the help of S M and Dr A and their quick diagnosis and treatment, you have saved my mother and ensured that minimal damage was caused to her*

heart muscle. I cannot thank you enough. Thank you to all your amazing team who day in day out do their best for the patients in the Vale. We are extremely lucky.

- We have appointed our first under-18 member, Seren Skelton and are seeking to find more representatives of young families than we currently have.

Jan Geary – South Leicestershire Medical Group PPG – Developing a communication framework

Over the years there had been concerns around communication, both from the practice to patient and patient to the practice which was heightened throughout the pandemic when patients felt most vulnerable and scared. To address this, a major piece of work to develop a communication strategy has been ongoing this year, the first phase culminating in a presentation of the evaluations and findings from workshops and surveys carried out by the PPG in the form of a detailed action plan with recommendations for the partners and GPs to consider as part of a quality improvement plan.

ACTIONS TO DATE TO ENHANCE COMMUNICATION: -

- Set up a PPG Facebook page in order to achieve the outcome of timely, consistent information to patients. It is a one-way information sharing tool.
- Established an email address for the PPG. It was important that there was a communication channel for patients to engage directly with the PPG.
- Carried out regular website audits to ensure the site is patient friendly and up to date.
- Have secured agreement that a GP will be in attendance at future meetings which will give a medical overview and be able to identify areas of clinical need that the PPG could support
- Raised the profile of the PPG both internally and externally.
- Had input into new patient leaflets.
- Written articles for local publications.
- Created a document “How can I get an appointment?”
- Had input into SLMG/ICB patient survey to monitor patient friendly language etc.
- Ensured PPG information is on designated PPG noticeboards in all surgeries.
- Linked with other GP practices within our Primary Care Network (PCN)
- In the process of starting a major project to reach rural and cultural communities

It is hoped that these actions will lead to consistent, timely two-way transparent communication positively impacting on patient trust and confidence in SLMG and staff feeling more valued.

Final questions/comments

Please email and suggestions for future agenda items to: birju.vaja1@nhs.net.

The next meeting will be held on Thursday 27 April 2023 at 11am via Zoom.