

Patient Participation Group (PPG) Network Meeting

27 April 2023 | 11am – 12.30pm | Online via Zoom

<p>Representation from: Barwell & Hollycroft Medical Centres Bridge Street Surgery Castle Mead Medical Centre Cottage Surgery Fosse Medical Centre Groby Road Medical Centre Highfields Medical Centre Markfield Medical Centre Measham Medical Unit Rushey Mead Health Centre South Leicestershire Medical Group Vale Medical Group Woodbrook Medical Centre</p>	<p>Integrated Care Board (ICB) representation from: Jo Ryder, Experience and Relationships Manager Birju Vaja, Insights and Experience Officer Kirstie Swinfield, Partner Insight Senior Assistant</p>
<p>Welcome and introductions Hosted by Jo Ryder</p>	
<p>Integrated Care Board (ICB) update Presented by Jo Ryder</p> <p>[Slide presented]</p> <ul style="list-style-type: none"> • Spring Covid vaccination booster now available for over 75s • Bank holiday prescriptions reminder • Free weight management classes for men available in May 	
<p>PPG successes – questions and answers</p> <p>[Slides presented]</p> <p>Recap the PPG successes presentations delivered at last month’s face-to-face PPG network meeting and give members the opportunity to ask questions.</p> <p><u>Uppingham Surgery</u> No PPG members were able to attend, but please send any questions to birju.vaja1@nhs.net.</p> <ul style="list-style-type: none"> ➤ Question: <i>How is the patient transport funded?</i> Answer: The ‘Uppingham Hopper’ isn’t strictly for the surgery, but it does an hourly ‘figure of 8’ around Uppingham stopping off at both surgeries. The hopper is run by Uppingham First and relies on volunteer drivers. <p><u>Castle Medical Group</u> No PPG members were able to attend, but please send any questions to birju.vaja1@nhs.net.</p>	

Highfields Medical Centre

- **Question:** *How did you communicate with people about the carers event and do you have any other events planned?*

Answer: Posters were displayed in the surgery and frontline staff promoted the event. The event took place during carer's week. Plan to evaluate whether to host another event this year.

Vale Medical Group

Considering a sub-committee for young families, so that they can meet at a time that is suitable to them and then report into the existing PPG.

Working alongside the practice manager, creating a patient enquiry system to identify what patients have found useful and less successful.

Circulate 5 on Friday newsletters to Facebook groups and add information to those posts, highlighting key and local points. PPG also has its own email address.

- **Question:** *How did you recruit a PPG member who was under the age of 19?*
Answer: The member was approached after somebody she knew suggested to the PPG that she would be interested.
- **Comment:** *In addition to Facebook, www.nextdoor.co.uk is a useful mechanism to share messages.*

South Leicestershire Medical Group

A working group focussed on a long-term goal to reach rural and cultural communities is being developed.

Pre-Covid, spoke to local high school about a focus group of students feeding into the PPG. May consider revisiting this.

- **Comment:** *Particularly useful to target students who are interest in a career in healthcare.*

Active Together – The Active Practice Charter

Presented by Andrew Harrison, Active Together

[Slides presented]

- **Question:** *Which LLR practices are Active Practice accredited?*
Answer: The Limes Medical Centre, The Orchard Medical Practice, Castle Donington Surgery, Manor House Surgery, Bushloe Surgery, and Victoria Park Heath Centre. [Click here](#) to see the Active Practice Charter map.

Hot topics

Presented by Jo Ryder

[Slides presented]

- Short demonstration of the NHS Futures Platform. A PPG Network workspace will be set up on this site for PPGs to share knowledge and resources. Invitations to join will be sent to PPG Network members, but all PPG members are welcome to join.
- The Health+ project has received more funding, so the offer to support patients over 50 to utilise digital health apps and improve digital skills has been extended. If your practice is interested,

please email Friday Chidlow via Healthplus@reachingpeople.co.uk.

Please see below summary of the Health+ project:

Health+ was set up across Leicester, Leicestershire and Rutland in August 2021. Reaching People received funding from NHS Charities together. They are helping patients at surgeries to access GP online services, find health information online and to use the NHS App in addition to other objectives around the digital health agenda.

Between February 2022 and March 2023 digital companions interacted with 176 patients in surgeries in Leicester, Leicestershire and Rutland. The project has reached a total of 200 people this figure includes 152 people who were supported at surgeries, plus 48 people who attended the 'Introduction to the NHS App' online and in-person sessions.

Patients were given three statements about our support and were asked to rate them. The results were as follows:

- *'You feel more confident about finding information online to do with your health and wellbeing'* had a positive confidence level of 85%.
- *'You feel more confident using online health services'* had a positive confidence level of 89%.
- *'Your digital skills have improved'* had a positive confidence level of 86%.

A volunteer from the Health+ project has developed 6 videos, aimed at older people, showing them how to use the NHS app. They can be found on the YouTube Channel: [Leicshealthplus](#)
They are a few more videos on the way and if people subscribe to the channel they will see when new content is uploaded. The videos currently available are:

[Introduction to the NHS App](#)

[Creating an NHS Account Pt 1](#)

[Creating An NHS Account Pt2](#)

[Creating An NHS Account Pt3](#)

[NHS App Functions](#)

[Accessing Messaging, Health Apps and Prescription Functions](#)

Friday is exploring whether the videos can be translated to other languages.

- Practice Managers are being supported by the Engagement and Insights Team to reinvigorate their PPGs. A pilot practice sent messages to patients interested in joining the PPG. Birju, representing the Integrated Care Board, attended a meeting with 12 of those patients to discuss the benefits of a PPG, as well as the role of the Chair and members. Going forward, this will be offered to practices that request support.
- The local NHS volunteer recruitment campaign is underway. Practices have received a toolkit that contains messages for texts, newsletters and websites. Posters and postcards are available. Three voluntary organisations have been commissioned to target specific demographics to encourage more volunteers from underrepresented groups. The campaign has been launched to wider stakeholders including local councils, churches, and partner organisations.

Action for all PPG Chairs: Please email birju.vaja1@nhs.net with the current number of members in your PPG.

Final questions/comments

- **Comment:** *It would be useful to let PPG Chairs know when documents have been sent to practice managers.*
- **Comment:** *Consider using Next Door to share local NHS messages, e.g. the volunteer recruitment campaign.*

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

The next meeting will be held on **Thursday 8 June 2023, 2 – 4.30pm**, (rescheduled from 27 May). The meeting will be face-to-face at **Leicester Racecourse, Oadby, Leicester LE2 4AL**. Please email [Birju.Vaja1@nhs.net](mailto:birju.vaja1@nhs.net) if you can or cannot attend.