

Patient Participation Group (PPG) Network Meeting

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

Representation from:

Barwell and Hollycroft Medical Centres
 Castle Donington Surgery
 Castle Medical Group
 Desford Medical Centre
 Drs Virmani & Bedi, Whitwick Health Centre
 Groby Road Medical Centre
 Markfield Medical Centre
 Northfield Medical Centre
 South Leicestershire Medical Group
 The Limes Medical Centre
 Uppingham Surgery
 Vale Medical Group

Integrated Care Board (ICB) representation from:

Sue Venables, Head of Engagement and Insights
 Amit Sami, Head of Strategy and Planning
 Jo Grizzell, Senior Planning Manager
 Birju Vaja, Insights and Experience Officer
 Kirstie Swinfield, Partner Insight Senior Assistant
 Jit Parekh, Community and Stakeholder
 Management Officer
 Jacob Brown, Children's, Young People and Families
 Engagement Officer

Welcome and introductions

Hosted by Sue Venables

ICB update

Hosted by Sue Venables

Positive local healthcare updates were shared, with the recognition that further improvements are still required:

- The number of patients accessing pharmacy services for support with low level illnesses has increased. In June, referrals were up by 70% and 2525 patients used the service. This is very positive as it means that those patients were not being seen unnecessarily by a GP or A&E.
- Ambulance handover rates have also greatly improved.
- Following the Covid-19 pandemic, the number of people added to elective care waiting lists greatly increased. However, work has been underway to resolve this and 600 people who had been waiting the longest have now been treated. The aim is now to clear the 65-week waiting list by February 2024.
- As a result of work that has been underway locally, life expectancy rates for people with learning disabilities have increased from 59 to 61 years of age.

Question: What is the average time for ambulance hand over at A&E?

Answer: Over the past three months: July 2023: 20 minutes, August 2023: 24 minutes and September 2023: 26 minutes. This information has been sourced via East Midlands Ambulance Service (EMAS) commissioning portal.

NHS LLR ICB 5-year joint plan

Presented by Amit Sami, Head of Strategy and Planning, LLR ICB and Jo Grizzell, Senior Planning Manager, LLR ICB

[Slides presented]

Comments: It is positive to see joined-up working between social prescribing and the NHS. Social prescribers and local area coordinators provide great support GP surgeries. The 5 year plan is an impressive and important piece of work.

Question: Will representatives from social care be invited to future PPG Network meetings to discuss how they are working more effectively with the NHS and what effect that will have on patients?

Answer: This will be considered as a future agenda item and conversations about how best to structure the session are underway, considering there are three local authorities in Leicester, Leicestershire and Rutland, each with their own social care team.

Question: What is the role of district, borough, and town council messages.

Answer: The national guidance encouraged upper tier involvement, so we involved the three Health and Wellbeing Boards in Leicester, Leicestershire, and Rutland. Although not required in the guidance, at a county level, we held a meeting with district and borough councils to ensure they were cited and in agreement on the plan. We continue to involve them in conversations about the plan. Integrated care systems are working toward subsidiarity, which means making decisions at the most local level, such as by neighbourhood, reflecting local needs. A future agenda item for the PPG Network meeting will be neighbourhood/community wellbeing plans, which are developed in collaboration with local authorities.

Question: Which departments in the borough councils are taking this on?

Answer: Discussions have taken place with senior members of the councils and information will be cascaded to relevant departments. There is a meeting of communications and engagement leads from the local NHS and local authorities, during which we can ensure that the right departments are being involved in the plan.

Primary care and enhancing patient engagement

Presented by Jit Parekh, Community and Stakeholder Management Officer and Birju Vaja, Insights and Experience Officer, LLR ICB

[Slides presented]

Comments:

- Encouraged that so much good work with PCNs is underway.
- It would be useful to have a closer relationship with PCN managers and to understand what is happening in other PCNs.
- It is positive to see GPs working with community centres.
- Other than traditional meetings, PPGs may need to consider different ways of working to reach more people.
- It is important to combine digital communications, such as email and text, with non-digital methods to reach a wider audience.
- The GP text messaging system works well, even for elderly patients.

Question: How can PPGs share resources and information with one another?

Answer: Via the PPG network knowledge hub, as well as another PPG Network Meeting focussed on sharing best practice, similar to the March 2023 meeting.

Question: Is it in the practice manager job description to support the surgery's PPG?

Answer: Each practice is responsible for their own recruitment and job descriptions. However, the national GP contract states that GP surgeries should have a PPG. It is also expected that the latest Care Quality Commission (CQC) standards and guidance will have more of an emphasis on patient engagement.

Question: With regard to patients getting involved in opportunities outside of the GP surgery, University Hospitals of Leicester NHS Trust (UHL) invite patients to join research groups, as they recognise the value of patient involvement. Can we find out if there are more opportunities and ask if patients want to be involved?

Answer: We have various research opportunities for patients across the LLR Integrated Care System (ICS). You can find out more of what is available at the following websites:

- Leicestershire Partnership NHS Trust - <https://www.leicspart.nhs.uk/involving-you/involving-you/>
- University Hospitals of Leicester - <https://www.leicestershospitals.nhs.uk/aboutus/education-and-research/research-innovation/get-involved/>
- National Institute for Health and Care Research - <https://local.nihr.ac.uk/prc/leicester/>

Question: GP staff are under pressure. Are they receiving support?

Answer: We have a workforce team that support staff health and wellbeing, including mental health, in various ways. There are also clinical leaders who provide mentoring support.

PPG network knowledge hub

Presented by Birju Vaja, Insights and Experience Officer, LLR ICB

[Slides presented]

Question: Does the hub send an email alert when there are new contributions?

Answer: When joining the hub, you will be asked to set your notification settings, which can include email alerts for new activity or a weekly update. If you would like support with changing your notification settings, please email birju.vaja1@nhs.net.

Final questions/comments

Can social prescribers attend PPG Network meetings?

The meeting is for PPG members, but we explore the possibility of inviting social prescribers, and PCN leads (in reference to an earlier comment), at future meetings.

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

The next meeting will be held on Thursday 31 August at 11am online via Zoom.