

Patient Participation Group (PPG) Network Meeting
30 November 2023 | 11am – 12.30pm | Online via Zoom

To view a recording of this meeting, visit: [PPG Network Meeting - Thursday 30th Nov 2023 \(youtube.com\)](https://www.youtube.com/watch?v=PPG_Network_Meeting_Thursday_30th_Nov_2023)

Representation from:

Castle Medical Group
Desford Medical Centre
Dr Virmani & Dr Bedi (Whitwick)
Fosse Medical Centre
Groby Road Medical Centre
Heath Lane Surgery
Measham Medical Unit
Park View Surgery
South Leicestershire Medical Group
The Cottage Surgery
The Croft Medical Centre
The Old School Surgery
The Orchard Medical Practice
The Uppingham Surgery
Vale Medical Group

Integrated Care Board (ICB) representation from:

Sue Venables, *Head of Engagement & Insights*
Kirstie Swinfield, *Partner Insight Senior Assistant*
Birju Vaja: *Insights & Experience Officer*
Jit Parekh, *Community & Stakeholder Management Officer*
Jacob Brown, *Children, Young People & Families Engagement Officer*
Mayur Patel, *Head of Transformation*

Presenters:

Louise O'Reilly, *Communications Manager, Mental Health and Integrated Care System Team, Leicestershire Partnership NHS Trust (LPT)*
Vicky Hill, *Practice Manager, Fosse Medical Centre, Leicester City*

Welcome and introductions

Hosted by Sue Venables

Andy Williams has retired and Caroline Trevithick has been appointed as the Integrated Care Board's new Chief Executive Officer. Caroline was our Chief Nursing Officer and Deputy Chief Executive. Kay Darby has been appointed as the Interim Chief Nursing Officer, commencing her new role on 11 December.

Our 12-week engagement project on understanding children and young people's views on healthcare launched on Monday 27 November. We'd like to hear from young people aged 11 – 25 years, as well as their families and healthcare professionals who work with them. Please encourage patients at your practice to get involved. For more information, visit <https://leicesterleicestershireandrutland.icb.nhs.uk/be-involved/young-voices-on-healthcare/>.

GP practices working together

Presented by Mayur Patel. [Click here to view the slides](#) (pages 5 – 9)

Primary care networks (groups of GP surgeries working together) in Leicester, Leicestershire and Rutland are working toward Capacity and Access Improvement Payment (CAIP) plans. They are focussed on managing demand for services and improving patients' experiences of access.

In January 2024, the Integrated Care Board will be running a local GP patient survey, to assess patients' experiences and the impact of changes that GP surgeries are making.

Comments from the PPG network:

- More work is required to help patients understand the social prescribing offer.

For more information on social prescribing, visit the ICB website:

- <https://leicesterleicestershireandrutland.icb.nhs.uk/your-health/find-the-right-service/your-gp-practice/>
- <https://leicesterleicestershireandrutland.icb.nhs.uk/our-work/greener-general-practices/case-study-social-prescribing/>

Did not attend (DNA) appointments

Presented by Vicky Hill. [Click here to view the slides](#) (pages 10 – 17)

The impact of missed GP appointments is significant. Vicky has been working hard at the surgery she manages to reduce the number of people who do not attend their appointments.

Comments from the PPG network:

- Sharing the impact of missed appointments may be more effective than sharing the number of missed appointments, e.g. X number of missed appointments is equivalent to a GP going on holiday for a month.
- Promoting the use of the NHS app to book and cancel appointments is effective.

Joy – a better way of putting patients in touch with local services

Presented by Louise O' Reilly. [Click here to view the slides](#) (pages 11 – 26)

The Integrated Care System has commissioned a piece of social prescribing software called Joy. It is a platform to enable health and social care professionals to easily link patients to local services. It will also provide evidence of the impact of social prescribing. Patients will have access to the marketplace of local services.

To visit the Joy website and view activities local to where you live, visit <https://services.thejoyapp.com/>.

If you would like to find out more about Joy, please email louise.oreilly6@nhs.net.

Comments from the PPG network:

- There are many activities taking place in small village halls and churches. These are often advertised in community magazines and newsletters.

Final questions/comments

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

The next meeting will be held on Thursday 25 January 2024, from 1pm – 3.30pm (registration from 12.30pm), in the The Willow Room, NSPCC National Training Centre, 3 Gilmour Close, Leicester LE4 1EZ.