

Public and Patient Involvement Assurance Group (PPIAG)

Report from meeting of: Wednesday 21 December 2023

Attendance: Evan Rees, Brigitte Heller, Mathew Hulbert, Phil Marston, Brian Rowlands, Janet Thompson, Vaughan McLeod, Andy Murtha

Integrated Care Board (ICB) representation: Sue Venables, Jit Parekh, Kirstie Swinfield

Apologies: Andrew Nebel, Mary Smith, Rasheed Cader, Sandeep Kaur

Quoracy: The meeting was quorate.

Declaration of interest: There were no declarations of interest.

First item

Topic presented	Update on Lutterworth consultation following mid-point review
Presented by	Sue Venables, Head of Engagement and Insights, LLR ICB
Purpose of presenting	The PPIAG were asked to assure that the public consultation regarding health services in Lutterworth was reaching communities, including those with protected characteristics, and providing people with the opportunity to participate. They were also asked to assure the adjustments to the communications and engagement plan for the final six weeks of the public consultation.
Geographical scope of proposed engagement	People who live in Lutterworth and the surrounding areas or wish to access services in Lutterworth.
Demographic scope of engagement E.g. age, gender, income/occupation, cultural background, disability	All demographics
Engagement timescales	23 October 2023 to 14 January 2024
Evidence of engagement activities is provided by	Presentation slides
Any (relevant) groups not engaged with	No
Which LLR-wide collaboratives and	The Lutterworth Plan Steering Group

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design groups does this impact	
Key themes emerging from the presentations as identified by the Group	<p>Ensure clarity of statistical analysis in regard to equality data.</p> <p>Important to target people who have visited the survey website already, but not completed it, converting them into survey participants.</p> <p>Previous recommendations on similar projects had been taken into consideration in the implementation of the public consultation.</p> <p>Good to see higher rates of survey completions by 35 – 74 age groups, as they are likely to be the key users of services being proposed.</p> <p>Good to see partnership work with local community and key stakeholders in co-design of and participation in promotional activities.</p> <p>Since the easy read questionnaire has a longer completion time, consider road testing it with patients in future to assess acceptable completion times.</p> <p>Noted the decline of participation in organised events, but the increase in desire for NHS to attend existing group meetings and events.</p> <p>Noted and agreed with the adjustments to the communications and engagement plan.</p>
Are there any implications for consultation processes?	Midpoint review of the consultation
Areas of good practice	<p>Partnership working with local community</p> <p>Co-design with key stakeholders</p>
Areas for improvement and recommendations	Test easy read questionnaires with patients
Was the Group assured that engagement/ consultation had been satisfactorily completed?	The PPIAG were able to assure that the public consultation, in the first 6 weeks, was reaching communities, including those with protected characteristics, providing the opportunity to participate in the discussion. They were further assured by the adjustments to the communications and engagement plan for the final six weeks of the public consultation.

Was the Group assured that insights had impacted decisions/ planning?	N/A
Second item	
Topic presented	Primary care next steps: engagement plan for local GP patient survey
Presented by	Jit Parekh and Kirstie Swinfield, Engagement and Insights Team, LLR ICB
Purpose of presenting	The PPIAG were asked to assure the proposed engagement plan to support a GP patient survey for patients in Leicester, Leicestershire and Rutland being undertaken in early 2024.
Geographical scope of proposed engagement	People registered at a GP practice in Leicester, Leicestershire or Rutland
Demographic scope of engagement E.g. age, gender, income/occupation, cultural background, disability	Everyone over the age of 16
Engagement timescales	22 January 2024 – 3 March 2024 (6 weeks)
Evidence of <u>proposed</u> engagement activities is provided by	Communications and Engagement Strategy
Any (relevant) groups not engaged with	N/A
Which LLR-wide collaboratives and design groups does this impact	Primary Care Transformation Board
Key themes emerging from the presentations as identified by the Group	<p>Important to align the experiences and insights gathered from the survey with the range of quality indicators and other primary care performance data to ensure 360-degree view of practices.</p> <p>Good to see involvement of Patient Participation Groups in the activity, with the likelihood of some financial support.</p> <p>Important to promote the improvements already in place, including the increased access to services in the evenings and on a Saturday, as well as the additional roles in primary care networks that exist to meet the needs of the local population. This could be “peppered” throughout the online version of the survey.</p> <p>Recognition of the importance of equality data which is essential to meet the equality duties of the ICB.</p>

	<p>Important to design the survey online ensuring it is easy to complete and reduce drop-out rates between the end of the main survey questions and prior to the equality questions.</p> <p>Largely supportive of questions with adaptations as suggested.</p>
Are there any implications for consultation processes?	N/A
Areas of good practice	Involving PPGs
Areas for improvement and recommendations	Promote the improvements already in place in primary care
Was the Group assured that engagement/ consultation had been satisfactorily completed?	The PPIAG were able to assure the proposed engagement plan and survey to support a GP patient survey for patients in Leicester, Leicestershire and Rutland to be undertaken in early 2024.
Was the Group assured that insights had impacted decisions/ planning?	N/A
Third item	
Topic presented	Update on LLR ICB's People and Communities Strategy
Presented by	Sue Venables, Head of Engagement and Insights, LLR ICB
Purpose of presenting	The PPIAG were asked to review the implementation of the ICB People and Communities Strategies 2022/24
Geographical scope of proposed engagement	N/A
Demographic scope of engagement E.g. age, gender, income/occupation, cultural background, disability	N/A
Engagement timescales	N/A
Evidence of engagement activities is provided by	ICB People and Communities Strategies 2022/24

Any (relevant) groups not engaged with	N/A
Which LLR-wide collaboratives and design groups does this impact	Quality and Safety Committee
Key themes emerging from the presentations as identified by the Group	<p>17 priorities is a high number to achieve. Due to the significant interdependencies of many of the priorities, consider grouping into categories and priority order.</p> <p>Give delivery of digital innovation in communication and engagement a higher profile and pace.</p> <p>Provide more evidence of system working and joint actions of system partners.</p>
Are there any implications for consultation processes?	N/A
Areas of good practice	
Areas for improvement and recommendations	<p>Categorise and order priorities</p> <p>Give digital innovation a higher profile</p>
Was the Group assured that engagement/consultation had been satisfactorily completed?	N/A (Shared for information only)
Was the Group assured that insights had impacted decisions/planning?	N/A (Shared for information only)
Standing agenda items	
Report from the previous meeting	The report from the PPIAG meeting on 25 October 2023 was approved.
Horizon scanning	No new items were added to the PPIAG agenda planner.
Other business	The next meeting will take place online on Wednesday 24 January 2024.