

Public and Patient Involvement Assurance Group (PPIAG)

Report from meeting of: Wednesday 25 October 2023

Attendance: Evan Rees, Rasheed Cader, Nishita Andrea Ganatra, Brigitte Heller, Mathew Hulbert, Sandeep Kaur, Phil Marston, Brian Rowlands, Janet Thompson

Integrated Care Board (ICB) representation: Sue Venables, Ghirsh Purohit, Mayur Patel, Kirstie Swinfield

Apologies:, Vaughan McLeod, Andy Murtha, Mary Smith,

Quoracy: The meeting was quorate.

Declaration of interest: There were no declarations of interest specifically relating to the two agenda items.

First item

Topic presented	GP Patient Survey – next steps
Presented by	Ghirsh Purohit, Clinical Lead, LLR ICB and Mayur Patel, Head of Integration and Transformation, LLR ICB
Purpose of presenting	The PPIAG was asked to assure that the 2023 GP Patient Survey results had sufficiently impacted the action plan to address the results.
Geographical scope of proposed engagement	Leicester, Leicestershire and Rutland
Demographic scope of engagement <small>E.g. age, gender, income/occupation, cultural background, disability</small>	Patients were eligible for inclusion in the National GP Patient Survey if they had a valid NHS number, had been registered with a GP practice continuously for at least six months at the point of selection, and were 16 years of age or over.
Engagement timescales	3 January – 3 April 2023
Evidence of engagement activities is provided by	Presentation and further details via https://gp-patient.co.uk/
Any (relevant) groups not engaged with	N/A

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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>It is important to consider what evidence is available to determine whether the right actions are being implemented, e.g. consider if there is evidence to demonstrate that cloud-based telephony improves patient experience.</p> <p>Callbacks, either cloud-based telephony or waiting for a telephone appointment, can lead to some confusion for patients. It is important to clarify the process and set expectations.</p> <p>Many patients feel short-changed if they do not speak to a GP. Further promotion to patients on the benefits of the additional roles in primary care is required. Patient Participation Groups could help to inform and influence patients.</p> <p>There is still work required to help patients understand how and why reception staff triage calls. Some reception/administration staff require further training on this.</p> <p>Considering the shortage of pharmacists, consider if it is realistic to encourage more patients to visit their local pharmacy instead of their GP practice.</p> <p>Practices and PCNs should be working together and sharing what is working well for them to help other practices.</p> <p>Consider how to update patients on the improvements that are being implemented and how to check that the changes are working for them.</p>
Are there any implications for consultation processes?	N/A
Areas of good practice	The action plan does demonstrate that the ICB is listening to patients.
Areas for improvement and recommendations	Involve patients and patient participation groups in reviewing and co-designing practice websites.
Was the Group assured that engagement/consultation had been satisfactorily completed?	N/A

<p>Was the Group assured that insights had impacted decisions/ planning?</p>	<p>The PPIAG was assured that an action plan to address the 2023 GP Patient Survey results was in place but not that engagement was where it should be. To be assured, the PPIAG would require evidence that the action plan is working.</p>
<p>Standing agenda items</p>	
<p>Report from the previous meeting</p>	<p>The report from the PPIAG meeting on 27 September 2023 was approved with one amendment.</p> <p><i>‘Avoid using abbreviations, acronyms and initialisms.’</i></p> <p>was changed to:</p> <p><i>‘Within the engagement plan and future engagement documents, consider appropriate use of abbreviations, including acronyms and initialisms. When an uncommon abbreviation is used for the first time, it should be followed by the abbreviation in brackets. It is also useful, in long documents, to include a glossary of all abbreviations.’</i></p>
<p>Horizon scanning</p>	<p>No new items were added to the PPIAG agenda planner.</p>
<p>Other business</p>	<p>The next meeting will be on Thursday 21 December 2023 at 10am, online via Zoom.</p>