

## Public and Patient Involvement Assurance Group (PPIAG)

**Report from meeting of:** Wednesday 27 September 2023

**Attendance:** Evan Rees, Rasheed Cader, Nishita Andrea Ganatra, Brigitte Heller, Mathew Hulbert, Phil Marston, Vaughan McLeod, Andy Murtha, Brian Rowlands, Janet Thompson

**Guest visitors:** Andrew Nebel

**Integrated Care Board (ICB) representation:** Sue Venables, Jacob Brown, Kirstie Swinfield (notes)

**Apologies:** Sandeep Kaur, 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

<b>Topic presented</b>	Children, Young People and Families Voice on Health Care across Leicester, Leicestershire and Rutland
<b>Presented by</b>	Jacob Brown, Children, Young People and Families Engagement Officer
<b>Purpose of presenting</b>	The PPIAG were asked to assure that the plan to engage with children, young people and families on health care across Leicester, Leicestershire and Rutland was appropriate and sufficient.
<b>Geographical scope of proposed engagement</b>	Leicester, Leicestershire and Rutland
<b>Demographic scope of proposed engagement</b> E.g. age, gender, income/occupation, cultural background, disability	Children and young people and their families. Professionals that work with children and young people and their families.
<b>Engagement timescales</b>	12 weeks, commencing in November 2023.
<b>Evidence of engagement activities is provided by</b>	Engagement plan
<b>Any (relevant) groups not engaged with</b>	N/A

<p><b>Which LLR-wide collaboratives and design groups does this impact</b></p>	<ul style="list-style-type: none"> <li>• All health care collaboratives and design groups across LLR</li> <li>• CYP Transformation Programme across LLR</li> <li>• SEND improvements in health</li> <li>• Mental Health &amp; Learning Disability Transformation Board</li> <li>• Primary Care Transformation Board</li> <li>• Various contracts with Leicestershire Partnership Trust and University Hospital Leicester</li> <li>• Local Authority, Public Health and Social Care</li> </ul>
<p><b>Key themes emerging from the presentations as identified by the Group</b></p>	<p>An engagement with children and young people of this scale is new and momentum should be maintained.</p> <p>Important to capture feedback on dental care, as this affects everyone.</p> <p>Important to ensure children and young people can freely make comments and not be influenced by parents.</p> <p>Many young carers will not be identified as carers.</p> <p>Engagement will need to reach the whole of Leicester, Leicestershire and Rutland, including rural and remote areas. It will also need to include a good balance of quantitative and qualitative feedback.</p> <p>Keen to hear what people are saying about the Child and Adolescent Mental Health Services (CAMHS).</p> <p>Children and young people should be offered support after sharing their stories and experiences of health and care, as it could be emotionally challenging.</p> <p>The engagement plan has a good emphasis on reaching communities that are seldom heard.</p> <p>People who live around the borders of Leicestershire and Rutland may access care in surrounding counties, so need to consider how this will be captured.</p> <p>Other factors should also be considered, including poverty and education. Working with local authorities, including housing, will support with this.</p>
<p><b>Are there any implications for consultation processes?</b></p>	<p>N/A</p>

<p><b>Areas of good practice</b></p>	<p>The planned engagement appears to explore and capture patients' stories.</p> <p>Using photography to support children and young people to share their story.</p> <p>Working with Leicester LGBT Centre.</p> <p>Using safe spaces, as this will help children and young people to be more open.</p> <p>Engaging with parents and professionals as well as children and young people.</p>
<p><b>Areas for improvement and recommendations</b></p>	<p>Be considerate that, for some, reliving their experiences, particularly regarding mental health, can be traumatic.</p> <p>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.</p> <p>Explore using other forms of social media, such as Tik Tok.</p> <p>Work with religious organisations.</p>
<p><b>Was the Group assured that engagement/consultation had been satisfactorily completed?</b></p>	<p>The PPIAG was assured that the plan to engage with children, young people and families on health care across Leicester, Leicestershire and Rutland was appropriate and sufficient.</p>
<p><b>Was the Group assured that insights had impacted decisions/planning?</b></p>	<p>N/A</p>
<p><b>Second item</b></p>	
<p><b>Topic presented</b></p>	<p>National GP Patient Survey 2023</p>
<p><b>Presented by</b></p>	<p>Kirstie Swinfield, Partner Insights Senior Assistant</p>
<p><b>Purpose of presenting</b></p>	<p>The PPIAG were asked to assure that local analysis of the GP Patient Survey results had been considered and sufficiently impacted on improvement plans.</p>

<b>Geographical scope of proposed engagement</b>	Leicester, Leicestershire and Rutland
<b>Demographic scope of proposed engagement</b> E.g. age, gender, income/occupation, cultural background, disability	Patients were eligible for inclusion in the 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.
<b>Engagement timescales</b>	3 January – 3 April 2023
<b>Evidence of engagement activities is provided by</b>	Presentation and further details via <a href="https://gp-patient.co.uk/">https://gp-patient.co.uk/</a>
<b>Any (relevant) groups not engaged with</b>	N/A
<b>Which LLR-wide collaboratives and design groups does this impact</b>	Primary Care Transformation Board
<b>Key themes emerging from the presentations as identified by the Group</b>	Patients are still concerned about accessing their GP practice.  What are the next steps? How is the Integrated Care System using the analysis of the GP Patient Survey and what changes are being implemented in local GP practices?
<b>Are there any implications for consultation processes?</b>	N/A
<b>Areas of good practice</b>	Good survey response rate in Leicester, Leicestershire and Rutland.
<b>Areas for improvement and recommendations</b>	Consider whether the local survey should include any questions about private healthcare.
<b>Was the Group assured that engagement/consultation had been satisfactorily completed?</b>	N/A
<b>Was the Group assured that insights had impacted decisions/planning?</b>	The PPIAG were not assured that the findings from the GP Patient Survey had been considered and were sufficiently impacting improvement plans.

**Standing agenda items**

<b>Report from the previous meeting</b>	The report from the PPIAG meeting on 26 July 2023 was approved.
<b>Horizon scanning</b>	No new items were added to the PPIAG agenda planner.
<b>Other business</b>	The next meeting will be on Wednesday 25 October at 10am online via Zoom.