

PPG Network Action Points

Meeting: PPG Network Meeting

Date: Friday 30th November 2018

Time: 13.00 – 15.30

Location: Doncaster Communication College

Members Present: Norma Carr (NC) – Chair
Diana Foster (DF)
Chris James (CJ)
Barbara Bell (BB)
Jon Finegold (JF)
Frank Knapton (FK)
Ian Morris (IM)
Chris Simmonds (CS)
Sian Owen (SO)
Steve Lyons (SL)
John Burke (JB)

Apologies: Geoffrey Johnson (JJ)
Georgina Newman (GN)


In Attendance: Jill Telford (JT) – Engagement Team Manager, Healthwatch Doncaster

	Agenda Item	Action	By
1.	Welcome Introductions Housekeeping	NC welcomed everyone to the meeting and introductions were made.	
2.	Apologies	Geoffrey Johnson (GJ) Georgina Newman (GN)	
3.	Minutes of the last meeting and matters arising	Minutes of last meeting reviewed An issue was raised that people do not know about the Extended Access, a group member believes that the Posters that went up in the practices did not explain the service and added that this is why the Network should work more closely with Primary Care Doncaster and Healthwatch with such initiatives. Two members informed the group that their practice are not promoting this to patients and it is felt that the initiative has been put in place to close practices and the surgeries feel that the Hubs are taking patients away from them. The group were informed that the practices will still be paid according to the patients they have	

PPG Network Action Points

		<p>registered and the fact that a patient is seen at a hub has not impact on the surgery financially. This information was noted to be useful and that having representatives from a practice enabled sharing of such details.</p> <p>Another member suggested that Kayleigh Wastnage from PCD ought to go to the practices to speak to them regarding this issue.</p> <p>JT informed the group that Healthwatch are evaluating the service and their views will be included in reports sent to PCD.</p> <p>The lack of interest in this initiative by some practices was noted again and that this had been shared at the PPG Meeting.</p> <p>An issue was raised around the range of self-referral services available and whether the Care Navigation system in each practice can be altered to add information regarding new services as there is a concern that people are not been told what is available. It was highlighted that there are diverse conversations taking place when it comes to Care navigation.</p> <p>SO commented that she has completed a script for her staff and would be willing to go out to any surgery to share this as she has done so before. The group said that it would be interesting to know how Care Navigation works across the borough and this is what they should get involved with.</p> <p>There was a discussion regarding N.A.P.P.(National Association of Patient Participation) and how they can help, SL said he is trying to get his practice to fund membership and JF told the group that his practice has paid for their membership.</p>	
4	Presentation from Jill Telford	Jill gave a summary of her career.	
5.	Discussion/Workshop focused on the Network	<p>Jill led a discussion on the role of Healthwatch supporting the PPG Network</p> <p>Jill gave an overview of the role of Healthwatch and how she wants to support the PPG Network in the work that they do.</p>	

PPG Network Action Points

		<p>Jill facilitated a discussion on developing the PPG Network.</p> <p>It was noted previously that the group need to find some direction and have some clarity on their role and resulted in this session.</p> <p>Jill had prepared a few questions in order to give some direction to the session.</p> <ol style="list-style-type: none">1.What is the PPG Network?2.Who can join the PPG Network?3 What is their relationship with Healthwatch?4. What do they do?5. How does a PPG Member find out about the Network?6.How do they communicate with PPG's? <p><u>Question 1</u> The group decided to look at this individually and write down their thoughts</p> <p>See link below or attached document</p>  <p>What is the PPG Network workshop No</p> <p>No one definition was decided on.</p> <p><u>Question 2</u> created a lot of debate At first the suggestion was anybody however some members disagreed and suggested the chair approval should be sought for any members.</p> <p>J.T asked about Practice staff as some practice staff had asked if they can attend as they are actively involved with their PPG</p> <p>Some members felt that Practice staff should attend however it was noted how involved they are in some practices as the PPG members do not wish to do the administration.</p> <p>SO confirmed that she facilitates the PPG Meetings in her practice.</p> <p>Most members felt that Practice managers should not be invited.</p> <p>JT suggested that other Practice managers are aware that Francis Street have representation and they feel that they should be able to attend however</p>	
--	--	--	--

PPG Network Action Points

		<p>the group feel strongly that the attendance of SO and CS is as representatives for professional advice.</p> <p>A member also suggested that Kayleigh Wastnage from PCD to attend as she wants direct communication with PCD</p> <p>Some members stated that the Network does not need to be too big and that whilst wider representation is needed the membership cannot get too big and 40 people would be too many.</p> <p>The group agreed that 2 from each practice seems appropriate and a member suggested that they are a patient representative of the PPG where one exists or any patient where there is no PPG</p> <p>There was a suggestion that the group produce a Newsletter after each meeting and this is circulated to a contact in the PPG at each surgery but not the Practice Manager.</p> <p>Whilst there was much discussion regarding the questions above it was noted that there was a lot of work to do and today was only a start.</p>	
6.	<p>Proposals for Engagement</p>	<p>The group digressed into this agenda item without fully addressing all the issues above as it was felt that this item needed to be discussed further when it was raised.</p> <p>JT raised some of the proposals for future engagement particularly the Primary Care engagement around access to G.P services and support with surveys to gain views and opinions of the public. The group had some concerns regarding this and it was asked whether they could refuse to help with such surveys.</p> <p>Concerns were expressed that the driver was the CCG and that they need to consider whether their involvement with such work is appropriate</p> <p>JT explained that the drivers are the public who have recently been expressing their concerns about accessing G.P services and whilst the CCG have an interest this should be seen as an opportunity to consult and feedback to the CCG to influence services.</p>	

PPG Network Action Points

		<p>The group again shared their views that Kayleigh Wastnage should have a permanent invitation to the meeting as she is able to communicate directly to the PCD and the CCG however the question was then raised as to how Healthwatch will fit into that model.</p> <p>It was agreed that SL and JT would meet to look at the Terms of Reference.</p> <p>It was agreed that a start had been made today although no formal decisions had been agreed.</p>	JT and SL to look at the Terms of Reference
7.	Invitation to new members		
8.	AOB	<p>SL suggested that there is consideration as to how other PPGs are managed as his PPG does not have any other members than patients.</p> <p>BB suggested that a long term commitment is made to the Communications College as the venue appears to suit everyone.</p>	
9	Next meeting	<p>Next meeting 18/01/19 13.00hrs Communication College.</p>	
10	Close	Meeting closed at 15.30hrs	