

PPG Network Action Points

Meeting: PPG Network Meeting

Date: Friday, 1st September, 2017

Location: Trades Club, Frenchgate, Doncaster, Room 10


Members Present: Norma Carr (NC)
Judith Hickson (JH)
John Plant (JP)
Geoffrey Johnson (GJ)
Diana Foster (DF)

Apologies: Frank Knapton (FK)



In Attendance: Andrew Goodall (AG) – Chief Operating Officer, Healthwatch Doncaster
Anthony Fitzgerald (AF) – Director of Strategy and Delivery, NHS Doncaster CCG
Andy Collins (AC) – Public Health Co-ordinator, Doncaster Council
Kayleigh Wastnage (KW) – Primary Care Manager, NHS Doncaster CCG
Rachael Mather (RM) – Communications and Engagement Officer – NHS Doncaster CCG

	Agenda Item	Action	By
1.	Welcome Introductions Housekeeping	NC welcomed everyone to the meeting	
2.	Apologies Frank Knapton		
3.	Minutes of the last meeting and matters arising	Minutes from previous meeting on 14 July 2017 were agreed as an accurate record NC updated on the work that has been done with Oakwood Surgery and Mayflower Surgery PPGs as part of the merger plan NC identified the need for a discussion about future structure of the PPG Network meetings – agenda items and timings	


PPG Network Action Points

<p>4.</p>	<p>Procedures of limited clinical value – presentation and discussion AF gave a detailed presentation on Planned Care and Procedures of limited clinical value.</p>	<p>Planned Care and Procedures of limited clinical value presentation:</p>  <p>Planned Care and POLCV - Sept 2017.p</p> <p>JP raised the concern of waiting times for treatment: Are increased waiting times intended or was this example a slip up?</p> <p>AF confirmed that referrals for suspected cancer are arranged within a 2-week waiting time and that NHS Doncaster CCG want more people to be referred to cancer services so that they can get the treatment they need earlier on.</p> <p>JP was concerned about the care commissioned by NHS Doncaster CCG and that there was an impression that services were being rationed.</p> <p>AF confirmed that services were not being rationed by that national clinical guidance and local clinical discussions have been used to develop and agree that procedures of limited clinical value.</p> <p>DF highlighted some of the frustrations experienced in Primary Care re: appointments and only dealing with one item at a time</p> <p>DF stated that if people know why there is a need for a change then they will be more supportive of the change – is there more that NHS Doncaster CCG could do to communicate with and involve the local population in the transformation of services?</p> <p>AF identified the future vision for health and care services is one that is more integrated and joined up so that people can access the right care and support in the right place to meet their needs.</p>	
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PPG Network Action Points

		<p>AF shared the leaflet that NHS Doncaster CCG had produced on Procedures of limited clinical value.</p> <p>PPG Network members made AF aware that they had not seen this in local GP surgeries and that people who do not regularly go to GP surgeries need to be aware of the changes – how have NHS Doncaster CCG communicated these messages to them?</p> <p>The leaflet is embedded here:</p> <div style="text-align: center;">  POLCV leaflet.pdf </div> <p>NHS Doncaster CCG agreed to send the PDF version of the leaflet to Healthwatch Doncaster to share with local people.</p> <p>NC thanked AF for his presentation and identified that it would be useful to have another presentation and discussion at some point in the future.</p>	RM
<p>5.</p>	<p>Substance misuse overview Andy Collins from Public Health gave an overview of substance misuse and recovery services in Doncaster</p>	<p>Highlights of the discussion included information on:</p> <ul style="list-style-type: none"> • alcohol dependence prevalence • people in treatment for substance misuse • High impact user group work • Safe Have campaign • Reduce the strength <p>An overview of the presentation is included here:</p> <div style="text-align: center;">  Substance misuse update.pdf </div>	

PPG Network Action Points

<p>6.</p>	<p>Primary Care and Care navigation update Kayleigh Wastnage gave a presentation on developments within Primary Care with specific reference to the Care Navigation programme</p>	<p>There were questions raised about the Care Navigation programme and KW provided assurance that there was an evidenced-based training programme and that if a patient still wanted to see a GP then an appointment would be made.</p> <p>The presentation is included here:</p>  <p>PPG Network Primary Care Update</p> <p>KW asked PPG members two questions:</p> <ul style="list-style-type: none"> • How can PPG Network members help deliver the key messages? • How can PPG Network members aid feedback? 	
<p>7.</p>	<p>Future structure of meetings – Primary Care Focus Group Andrew Goodall facilitated a discussion about the future of the PPG Network</p>	<p>NC identified that the PPG Network group was feeling ‘stuck’ and struggling for membership – the group felt like it was losing direction and focus.</p> <p>AG informed the group that Healthwatch Doncaster have formally requested, from NHS Doncaster CCG, to provide support for the PPG Network and transform it into a Primary Care Focus Group (PCFG).</p> <p>AG stated that the PCFG would maintain its independence whilst benefitting from being under the umbrella of Healthwatch Doncaster – hence the use of the Healthwatch Doncaster logo.</p> <p>AG defined independence for the PCFG as setting their own direction, workplan, discussion topics, key lines of enquiry and agendas for meeting.</p> <p>AG stated that Healthwatch Doncaster would not tell the PCFG what to talk about or what to discuss or set it work to do – the independence of the group would be the key to its success.</p>	

PPG Network Action Points

		<p>AG outlined the support that Healthwatch Doncaster would continue to provide: Facilitation support for the PCFG meetings through Curtis Henty</p> <p>Admin and Business Support through Emily Green – this would include paperwork and room bookings</p> <p>Wider support through Healthwatch Doncaster to promote and highlight issues, evidence and recommendations made by the PCFG – one route for this is through NHS Doncaster CCG’s Engagement and Experience Committee (EEC)</p> <p>Healthwatch Doncaster would support the identification of new PCFG members who are not necessarily linked to PPGs but who have an interest in Primary Care e.g. Dentistry, Pharmacy, Optometry</p> <p>AG shared a briefing note about the proposed vision for the PCFG:</p> <div data-bbox="879 1240 938 1301" data-label="Image"> </div> <p>PCFG intro August 2017.docx</p> <p>AG also reflected on the PPG Network meetings and identified the following points:</p> <p>The PPG Network are often ‘talked at’ – maybe an approach should be adopted whereby the PCFG invite people to talk with to discuss issues that they have highlighted</p> <p>The PCFG should be more challenging and ask more questions based on issues identified/raised through PPGs, communities and communities of interest – i.e. the PCFG should be more active than passive</p> <p>There were a number of questions/areas of interest raised in the meeting that could form the basis of future meetings:</p>
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PPG Network Action Points

		<p>Appointments and referrals – accessing the right care, at the right time, in the right place</p> <p>GP Federation – Primary Care Doncaster – and treatments available in GP surgeries</p> <p>Consultant Connect – how is it working and what do patients feel about it?</p> <p>Care Navigation – how is it working and what do patients feel about it?</p> <p>Keeping People well – prevention in primary and community care</p> <p>Actions NC and the PPG Network members agreed the following actions</p> <p>a) Discuss the proposed changes with PPGs over the next month</p> <p>b) Agenda items for the next meeting on 27 October 2017:</p> <ul style="list-style-type: none"> • Transformation from PPG Network into Primary Care Focus Group - ALL • DNAs within GP Practice feedback – sharing good practice - JH • Increasing participation in PPGs – DF • Business planning – workplan, recruitment, support - ALL 	
8.	Deferred/postponed agenda items	<p>The following agenda items were postponed due to time constraints:</p> <ol style="list-style-type: none"> 1. Debbie Hilditch, Vice Chair, Healthwatch Doncaster - GP Survey 2. Judith Hickson, PPG member, Bentley surgery - DNAs within GP Practice feedback –sharing good practice 3. Diana Foster, PPG Member, Woodlands Practice, Increasing participation in PPGs 	

PPG Network Action Points

9.	Any Other Business	<p>It was agreed to send the action notes and papers to all PPGs and Practice Managers via an email distribution list.</p> <p>Members discussed the meeting venue/location and felt that the next meeting should be in a local community setting – this may encourage more people to attend</p>	AG
10.	Time and date of next meeting	<p>27 October 2017 1.30pm Venue: TBC</p>	