

# PPG Network Action Points

**Meeting:** PPG Network Meeting

**Date:** Friday 11 May 2018

**Location:** Trades Club, Frenchgate, Doncaster, Room 9

**Members Present:** Norma Carr (NC) – Chair  
Curtis Henry (CH)  
John Burke (JB)  
Chris Simmonds (CS)  
Sian Owen (SO)  
Judith Hickson (JH)  
Steve Lyons (SL)  
Geoffrey Johnson (GJ)

**Apologies:** Frank Knapton (FK)  
Barbara Bell (BB)  
Marylyn Fox (MF)  
Stan Johnson (SJ)  
Ian Morris (IM)  
Michael Smith (MS) – Student Placement at Healthwatch Doncaster

**In Attendance:** Emily Green (EG) – Business Support Officer, Healthwatch Doncaster  
Elle Smith (ES) – Business Admin and Engagement Apprentice, HWD  
Andrew Goodall (AG) – Chief Operating Officer, Healthwatch Doncaster  
Chris James (CJ)- Hilltop Health Centre, Edlington

	<b>Agenda Item</b>	<b>Action</b>	<b>By</b>
1.	<b>Welcome Introductions Housekeeping</b>	<p>NC welcomed everyone to the meeting and introductions were made.</p> <p>CJ – (Hilltop Centre, Edlington) introduced himself to the network, as the representative from the umbrella organisation responsible for this PPG.</p> <p>C, J. explained, he was in attendance on behalf of his manager and provided an overview of the model adopted for generating PPG activity within Edlington which also involves other primary care, services providers such as the local dentists and pharmacy provisions, as well as the GP service PPG.</p> <p>The Hilltop Centre act as the umbrella organisation with responsibility for delivering local public engagement work on behalf of these</p>	

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		<p>establishments, which is perceived as a more appropriate model for the Edlington locality.</p> <p>The network expressed interest to know more about the detail of this model and keen to invite a representative from the Hilltop Centre to attend a future meeting to provide an overview of this approach.</p> <p><b>Action:</b> Representative from Hilltop Centre to be contacted to present at a future meeting.</p> <p>The Networked welcomed the return of the Hilltop representative and future participation within PPG Network meetings.</p>	
2.	<b>Apologies</b>	<p>Frank Knapton (FK) Barbara Bell (BB) Marylyn Fox (MF) Stan Johnson (SJ) Ian Mitchell (IM) Michael Smith (MS)</p>	
3.	<b>Minutes of the last meeting and matters arising</b>	<p>The following amendments are to be made to the minutes dated 13 April 2018:</p> <ul style="list-style-type: none"> <li>• Stan Johnson (SJ) to be removed from the apologies.</li> <li>• Judith Hickson (JH) to be added onto attendees list.</li> </ul> <p>The minutes of the previous meeting held on 13 April 2018 were then agreed and approved as a true/ reflective record by those present at the meeting.</p>	
4.	<b>Student Placements</b>	<p>HWD student M, S. was unable to attend this meeting due to having other commitments. As an alternative, CH gave an overview on the role of MS within his placement with HWD. The work activity for M, S. surrounding the Network, is to focus on creating digital content for marketing/publicising the Network. This can be achieved through creating videos and other forms of digital content that can assist to generate greater awareness of the PPG Network and encouraging wider involvement of PPG representatives who attend PPG Network meetings.</p>	

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5.	<b>Primary Care Update</b>	<p>KW presented her Primary Care update. (See the attached; PowerPoint presentation info). KW also updated the network about her pending move and new work role within the GP Federation.</p> <p>Because of the change in her work role and responsibilities, KW will clarify her future involvement within network meetings. KW highlighted the new representative who is likely to attend as the link from Primary Care is Mr Carl Roberts.</p> <p><b>Action:</b> Contact to be made with Carl Roberts to establish whether he will be the representative at future meetings.</p>	
	<b>Healthwatch Doncaster – Andrew Goodall</b>	<p>AG provided an update around the work HWD are currently involved in.</p> <p>1. <b>Missed Appointments project</b> Task and Finish group in place. Healthwatch Doncaster actively involved in the implementation of the actions. Andrew Goodall is the Senior Responsible Officer for a key set of actions linked to a local campaign to encourage people to provide accurate and up to date contact information. NHS Doncaster CCG have committed to keeping Missed Hospital Appointments on the agenda of the Planned Care Programme Board.</p> <p>2. <b>Elective Care Development Collaborative – 100-day challenge</b> Healthwatch Doncaster continue to maintain involvement in the three workstream areas (Ear, Nose and Throat (ENT), Urology and Cardiology). Surveys have been carried out in outpatients and community clinics and the appropriate data shared with the working groups. There is commitment from the community continence nursing service to continue to ask the questions for 6 months and that Healthwatch Doncaster will provide the data input and analysis to provide feedback on how the changes are affecting outcomes for patients and their perception of the services.</p>	

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		<p><b>3. Student Placements – Doncaster College</b> A further presentation to students on Health and Social Care Degree courses at Doncaster College has generated additional interest from students in placements with Healthwatch Doncaster. HWD supportive and inclusive approach to student placements is providing additional capacity and productivity to the team and the organisation.</p> <p><b>4. Micro-grants scheme 2018</b> The 2018 Micro-grants scheme was officially launched on 16 April 2018 through a range of different media – videos, social media, newsletter and email. There has been a good response so far – 4 applications received. The closing date for applications is 16 May 2018 and the promo campaign has been planned over the month to raise awareness and encourage more groups to apply for the funding.</p> <p><b>5. Care and Support at Home</b> The online survey for this project was launched on 23 April 2018 – a soft launch and discussion with community groups has already taken place – there have been 71 surveys completed so far. There is an overall project plan in place developed by Sandie Hodson and a specific project plan has been put in place by Josh Taylor (student) for the set up and delivery of focus groups in each of the Strategic Lead Provider locality areas.</p> <p>Doncaster Council are in full support of this project and the outcomes and recommendations from the final report will feed into and influence their reflection and review of the model of care that they have commissioned.</p> <p><b>6. NHS 70</b> NHS Doncaster CCG have pulled together a multi-agency group to be involved in the planning and implementation of local celebrations for the NHS 70 Birthday – 5 July 2018.</p> <p>The proposal is to link in with an existing event at Woodfield Park and have a marquee with displays/info celebrating the development of the NHS over the last 70 years. This takes place on</p>	
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		<p>8 July 2018 (this is the same day as the Town Fields Gala). HWD have committed to work with and support the NHS 70 Birthday celebrations.</p> <p>HWD could produce a video of 70 people talking and celebrating the NHS over the last 70 years i.e. a narrative piece read out by 70 people and then edited so that the entire narrative was read out by 70 different people from Doncaster – this is a project that could be planned, implemented, edited and produced by Michael Smith (student)</p>	
6.	<b>AOB</b>	<p>As a ‘green measure’ the Network was made aware, all future papers will be provided electronically to reduce the amount of paper utilised and to minimise the impact of ‘waste’ for each meeting.</p> <p>GJ announced he had received an invitation from Doncaster Free Press to participate within a healthcare discussion panel. The purpose of the healthcare panel is to engage with both NHS service providers and members of the public to discuss the NHS, health and social care provisions being provided locally. The invitation to attend the meeting was also extended to PPG Network member BB who feels the health care panel is something of importance for the network to be aware of.</p> <p><b>Action:</b> GJ offered to write an email to David Kessen that would assist to clarify his involvement with the proposed panel to ensure his attendance at meetings will /does not conflict with his involvement in PPG network meetings being planned for future.</p> <p>This action was supported by PPG Network members, who are keen to ensure any views expressed by PPG Network members involved within this panel do not reflect the view point of PPG Network members.</p> <p>CH highlighted a potential opportunity for HWD to have representative from the organisation attend to explore whether it would be possible to be involved in panel meetings as the ‘consumer champion for public engagement / experience of local NHS, service provisions.</p> <p><b>Action:</b> GJ to mention/ include HWD within his email to ascertain whether HWD are able to</p>	

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		<p>receive an invitation to attend meetings. This would be in the capacity of patient and public members (awaiting response from DK – Doncaster Free Press).</p> <p>CH announced that his secondment with HWD will end on 1 June 2018, when he will return to his new role within NHS DCCG. The future arrangements around the resource of staffing for PPG Network meetings will be left as the responsibility of HWD to identify and provide the staffing required in future to deliver meetings. <b>Action:</b> AG will identify staff who will hold responsibility for delivering network meetings and introduce to Network members at a future meeting.</p> <p>The Network proposed to invite CH as a to future and perhaps provide an overview of his new role and to explore the potential around sharing information within meetings to support ongoing / new areas of work. The chair and wider members expressed a big thank you to CH for his contributions over the years and thanked him for the level of support provided to the Network.</p>	
7.	<b>Close</b>	Meeting closed at 3.30PM	