

Minutes of the PPG Network Meeting

Friday, 201th, January, 2017

1:30 p.m. - 3:30 p.m.

Trades Club, Doncaster

Present:

Norma Carr	[Tickhill & Colliery PPG]
Stan Johnson	[Tickhill & Colliery PPG]
Judith Hickson	[Bentley Surgery]
John Waggitt	[Stainforth & Barnby Dunn]
Frank Knapton	[Mexborough Health centre]
Geoffrey Johnson	[Rossington -West end Clinic]

In attendance: Chris Simmonds	[Francis Street – General Manager]
Mark Randerson	[NHS Doncaster CCG – Head of Med’s Management]
Debbie Hilditch	[Vice Chair, HealthWatch]
Kayleigh Wastnage	[NHS Doncaster CCG – Primary Care Team Manager]
Rachael Mather	[Communications, NHS Doncaster CCG]

1. Apologies for Absence

Apologies for absence were received from:

- [John Plant - The Burns Practice Name and job title]
- [Brian Nelson – Mexborough Health Centre]
- [Ian Morris – Tickhill Colliery]

2. Declarations of Interest

Declarations declared by members of the committee are listed in the CCG’s Register of Interests. The Register is available either via the secretary to the Governing Body or the CCG website at the following link: www.doncasterccg.nhs.uk

No declarations of interest were received

Declarations of interest from sub committees / working groups:

None declared.

Declarations of interest from today's meeting:

None declared.

3. Minutes of the meeting held on: 20.01.2017

The minutes of the meeting held on 14th October 2016 were approved as a correct record.

4. Matters Arising not on the Agenda

Q, Frank Knapton – Mexborough Health Centre, suggested utilising the full names of people within the minutes, rather than just their initials.

A, This suggestion was acknowledged by the Chair and approved for inclusion within future minutes

5. Agenda Item

- **North West Doncaster, HealthWatch Engagement Pilot –**

(D, Hilditch. Board Member, HealthWatch Doncaster)

Debbie provided a verbal summary on forthcoming engagement work, involving HealthWatch Doncaster and a G.P Practice located within the North West locality of Doncaster, namely; Carcroft Health Centre.

Debbie explained; how the key aim of this work is to assist Carcroft GP Practice better manage complaints made by patients of the practice. The approach for this was to engage and explore how to involve their PPG members and/ or wider patients of the practice within discussions, for how the practice could improve and better manage user complaints.

Debbie highlighted on the plan for HealthWatch to work in partnership with the Carcroft practice in order to formulate a plan of action. The Role of HealthWatch, as the consumer champion across health and social care and the positioning of the organisation within the current environment was felt to be a huge benefit for all within this initiative.

Debbie also expressed interest in working with members of the PPG Network to assist / support HealthWatch with aspects of the work around providing support for the existing PPG and to assist developing

the existing arena to generate greater involvement from a wider, more representative sample of patients from the practice.

Debbie also highlighted upon other elements of the plan which will include:

- Working with the practice to develop mutual respect between the GP Practice and its patients.
- Work with GP Practices based in the North West locality of Doncaster to clarify on how to 'manage expectations' surrounding this initiative.
- Utilising the HealthWatch, independent, advocacy service as one of the tool's for receiving/ dealing with complaints.
- Devising a policy and supporting procedures for the establishment to utilise when acknowledging a complaint (within 24 hours of receiving it)
- Engage with patients to influence the formulation of a policy for managing/ dealing with complaints.
- Improving the channels for engagement with patients from the practice
- Increase patient representation within the Practice PPG/ meetings

The following viewpoints/ feedback were given form members of the PPG network on the information presented by Debbie, (HealthWatch):

Frank Knapton- Mexborough Health Centre

Frank gave an example of how the practice dealt with complaints targeting reception staff and how the situation was managed 'in house' by utilising members of the PPG to advise/ inform the revised approach.

Judith Hickson- Bentley High Street PPG

Q. Judith asked if the Bentley Practice would be involved within consultations-

A. Bentley Practice is situated within the North West locality so should be involved in any future consultations with regard to this.

Stan Johnson – Tickhill & Colliery PPG

Stan expressed, he felt it was important to establish a mechanism for patients to raise concerns in view of the pending changes to primary care service provision

Chris Simmonds- General Manager, Francis Street Practice

Chris provided an example for how Francis Street Practice deals with complaints, raising awareness of the key points within the guidance and process utilised by staff at Francis Street, when dealing with a complaint;

- Firstly, apologising for any upset /dissatisfaction caused

- Providing a formal acknowledgment of the complaint and
- Responding to the issue in a timely manner, offering a resolution for the problem, justification for a decision or otherwise.

Chris also spoke about the importance of face to face discussion with complainants when/ where possible. Chris explained how he felt this was a very effective way for addressing concerns in the first instance, then building good customer relations with service users for the future.

Norma Carr- Chair of PPG Network

Norma expressed how a strong PPG is essential to resolve issues between the practice and its patients. This will be particularly empowering with support from an advocate

Debbie Hilditch- (Board member, HealthWatch, Doncaster)

Debbie highlighted on the early indicators from initial discussions with members of Carcroft Health Centre, which highlights the possible requirements for providing additional training for reception staff. It is envisaged, undertaking customer care/ additional training, will support staff to develop their understanding of their customer requirements and assist reception staff to perform better within their daily work roles.

Debbie highlighted on the plan to conduct a joint meeting within the North West locality, to engage practices in discussions with regard to creating a patient charter. Within this, Debbie requested input and involvement from Network members to progress this, moving forward.

Rachael Mather (NHS Doncaster CCG, Communications)

Rachael Mather presented information on the Doncaster Place Plan, highlighting opportunities for PPG Network member involvement by providing their viewpoint on the, summarised version of the Place Plan documentation.

One of the key purposes for the summary version of the Place Plan is to simplify the key messages and communicate them in a more user friendly, simplified or digestible format, for patient and public members.

Norma Carr (Chair) expressed some initial concern about how she felt there was a lack of awareness and user consultations on the Place Plan. Norma expressed, perhaps more effort should be afforded by NHSD, CCG and its partners to communicate the plan more effectively to the people of Doncaster.

The Chair expressed the viewpoint; the public are aware of the pending changes around the provision of health and social care services. In light of this, those in a position of responsibility need to ensure any proposed changes are clearly communicated to public members.

Rachael Mather (NHS Doncaster CCG, Communications Team) responded to the point raised by informing the meeting about the

communications plan, involving NHSD, CCG and its partner's, in order to promote, publicise and consult on the plan. The 'marketing and publicity for this will involve utilising different platforms, such as a Doncaster wide, press releases wider dissemination through our third sector, partner organisations such as HealthWatch.

Rachael re iterated on the purpose for her visit and her intention to initially engage with and utilise PPG Network members, to assist with identifying the most suitable and appropriate ways for communicating the key messages within the Place Plan. consultations

PPG members expressed how they felt they required more time to understand the workings surrounding the Place Plan from a broader perspective before being able to make comments / contribute toward the finer detail at this stage.

A suggestion was put forward by Norma (Chair) for the date of the next PPG Network meeting to be brought forward. Norma suggested the meetings could be delivered on a monthly basis for a period of time to support the work around communicating the place plan.

The Chair suggested, the frequency of the meeting could move to monthly, in order for PPG Network members to remain involved in the work around publicising the plan and to act as an 'experienced group' of public /patient members, who are willing and able to provide feedback on the communication material provided/ available for public members.

6. Any Other Business

[Insert title of business raised]

[Insert summary of the discussion of the business]

7. Date and Time of Next Meeting

Date: Friday, 10th February 2017

Time: 1.30 till 3.30 p.m.]

Venue: The Trades Club, Frenchgate, Doncaster)