

PPG Network Action Points

Meeting: PPG Network Meeting

Date: Friday 25 October 2019

Time: 1.00pm – 3.30pm

Location: Conference Room 2, Doncaster College for the Deaf.

Members Present: Norma Carr (NC) – Chair – Tickhill and Colliery Surgery
Peter Noble (PN) - Village Group Practice
Frank Knapton (FK) - Mexborough Health Centre
Steve Lyons (SL) - Great North Medical Centre
Chris James (CJ) – Hilltop Centre
Geoffrey Johnson (GJ) – Carer's Strategic Review Board
Jon Finegold (JF) - The Burns Practice
Ian Morris (IM) – Tickhill and Colliery
Barbara Bell (BB) - The Burns Practice
Steven Varvell (SV) – Tickhill and Colliery Practice

Apologies: Diana Foster (DF) - Carcroft and Woodlands Surgery
Brian Nelson (BN) – Mexborough Health Centre
Emily Green (EG) – Business Support Officer, Healthwatch Doncaster

In Attendance: Natalie Bowler-Smith (NBS) – Community Engagement Officer, Healthwatch Doncaster
Elle Smith (ES) Engagement Support Officer, Healthwatch Doncaster
Andrew Goodall (AG) Chief Operating Officer, Healthwatch Doncaster
Ben Scott (BS) - Primary Care Network (South)
Julie Magee (JM) – Primary Care Network (South, Central)
Karl Roberts (KR) – Clinical Commissioning Group
Caroline Ogal (CO) – Clinical Commissioning Group
Tina Hope (TH) - Primary Care Doncaster (Arrived after agenda item 4)
(Left after agenda item 6)

	Agenda Item	Notes
1.	Welcome Introductions Housekeeping	NC welcomed everyone to the meeting and introductions were made.
2.	Apologies	Diana Foster (DF) Brian Nelson (BN) Emily Green (EG)
3.	Minutes of the last meeting and matters arising	The minutes from the last meeting held on Friday 13 September 2019 were reviewed by the group and agreed as a true record.
4.	Ben Scott – Vision on Primary Care Networks - Julie Magee	Ben Scott (BS) gave an update on his vision and drive on Primary Care Networks (PCN). BS explained he is transparent in the way he works and passionate about having a community participation approach.

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		<p>BS mentioned the PCN would like to have a more integrated response and be more involved with patient engagement. Relationships would be developed by attending meetings such as general PPG meetings and PPG Network meetings.</p> <p>BS mentioned it would be useful to work with Healthwatch Doncaster as they have links with hard-to-reach groups. It was mentioned all views and opinions will be valued from the PCN as views from a patient side will be shared.</p> <p>BS also spoke about empowering patients to choose the right clinician for the right problem. This means ensuring patients attend the correct service. For example, if it is a small issue visit the chemist, and a major issue see their GP.</p> <p>A five year plan will be designed for patients to give their feedback about services that may be new or change in the future.</p>
5.	<p>Karl Roberts and Caroline Ogal – Doncaster CCG</p>	<p>Karl Roberts (KR) presented the new NHS app to the PPG network and explained the advantages to having the app. KR explained the app will not change or replace anything which is happening currently, however this will just be a more enhanced process where patients can look at booking appointments which they feel will be more suitable for them.</p> <p>App Doctor link: The app checks your symptoms, which then means the patient gets signposted to the relevant service, based on their stated symptoms. The patient can attend the service they have been signposted to, however from then they will be able to make an appointment with their GP. This is an advantage as the patient will receive a quicker response rather than waiting to get an appointment in person also the patient can check their availability and is easier for them to choose their own appointment.</p> <p>CCG must offer an online consultation platform by 1 April 2020. There are currently six practices trialling the app however all practices are being contacted to enrol this design into their practices. 'Doctor link' are able to adapt the program to suit each individual practice.</p>
6.	<p>Sharing best practice</p>	<p>It was agreed that Peter Noble (PN) from Village Group Practice will discuss best practice at the next PPG Network meeting.</p> <p>Steve Lyons (SL) – Great North Medical Centre SL informed the network that the Chair at Great North Medical Centre PPG Patient Forum has resigned. A clinician has been invited to attend a PPG network meeting to represent the Great North Medical centre and listen to any concerns raised.</p>

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7.	Future meetings – Venues	The PPG Network was informed that Doncaster Deaf Trust do not have a meeting room available from 2020. After a discussed it was agreed that the venue for all future meetings will be Doncaster Cricket Club. This venue is accessible and parking is available on site.
8.	Any Other Business	<p>NC shared that NHS Doncaster CCG have been in contact with practice managers about developing a tool kit to offer support to PPG's. NC thought that it would be useful to involve PPG's in these discussions.</p> <p>Air Children's Charity shop – JF updated the network on a new charity shop opening in Doncaster based at Thorne Road Retail park.</p> <p>It was agreed that Andrew Goodall will be attending the next PPG Network meeting with Paul Hemmingway from Doncaster CCG.</p> <p>Action: Liz Leggott PCD will be attending the next meeting with Tina Hope to discuss Extended Access – Item 4 agenda item.</p>
9.	Date of next meetings	<p>Next meeting: Friday 29 November 2019 1.00pm – 3.30pm.</p> <p>Future meetings: The network agreed on future meeting dates for 2020. The meetings will take place at Doncaster Cricket Club – January 2020.</p>