

# PPG Network Action Points

**Meeting: PPG Network Meeting**

**Date: Friday 26 July 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  
Chris James (CJ) – Hilltop Centre  
Steve Lyons (SL) - Great North Medical Centre  
Geoffrey Johnson (GJ) – Carer's Strategic Review Board (From agenda item 5)  
Jon Finegold (JF) - The Burns Practice  
Chris Simmonds (CS) - Francis Street Medical Centre  
Sian Owen (SO) - Francis Street Medical Centre  
Ian Morris (IM) – Tickhill and Colliery Surgery

**Apologies:** Frank Knapton (FK) - Mexborough Health Centre  
Sheila Bean (SB) - Village Group Practice  
Peter Noble (PN) - Village Group Practice  
Diana Foster (DF) - Carcroft and Woodlands Surgery  
John Burke (JB) - Kingthorne Group Practice  
Barbara Bell (BB) - The Burns Practic  
Brian Nelson (BN) – Mexborough Health Centre  
Tina Hope (TH) – Primary Care Doncaster  
Emily Green (EG) – Business Support Officer, Healthwatch Doncaster

**In Attendance:** Natalie Bowler-Smith (NBS) – Community Engagement Officer, Healthwatch Doncaster  
Andrew Goodall (AG) – Chief Operating Officer, Healthwatch Doncaster

	<b>Agenda Item</b>	<b>Notes</b>
1.	<b>Welcome Introductions Housekeeping</b>	NC welcomed everyone to the meeting and introductions were made.
2.	<b>Apologies</b>	Sheila Bean (SB), Peter Noble (PN), Diana Foster (DF) John Burke (JB), Barbara Bell (BB), Brian Nelson (BN) Emily Green (EG), Frank Knapton (FK), Tina Hope (TH)
3.	<b>Minutes of the last meeting and matters arising</b>	The minutes from the last meeting held on Friday 21 <sup>st</sup> June 2019 were reviewed by the group and agreed to be set as a true record.
5.	<b>Supporting new PPG's</b>	NBS shared with the network that Healthwatch Doncaster have been approached by several fledgling PPG's about how to best set up a PPG and shown an interest in the network. NBS asked the network how they would be able to best support this themselves.

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		<p>JF proposed that the list of PPG requesting assistance should be sent to the Chair for her to check with members if they were available to offer support.</p> <p><b>Action:</b> NBS to share information with the network when approached.</p>
4.	<b>PPG Network &amp; Primary Care Networks</b>	<p>AG joined the meeting. NC had invited AG to the meeting to discuss how the primary care network could compliment the way the PPG network could work.</p> <p>NC shared her thoughts of building networks in each locality related to the PCN. One PPG representative responsible for each locality.</p> <p>NC stated on reflection it may not be the right time for this discussion, perhaps it's too soon with the PCN only in place three weeks.</p> <p>AG opens discussion around community services linking into a community participation group. In turn this will hopefully compliment local PPGs.</p> <p>SL expressed view on disjointed community services and how this may have a negative impact on participation.</p> <p>CS stated that patient's voice is seen as integral to future working and there should be more appreciation that all PPGs and PCNs will work in a different way.</p> <p>NC asked CS for his view on PCN, CS suggested that we wrote to each of the clinical leads asking if they would be prepared to meet with 2 PPG representatives from their locality to discuss ways of working together.</p> <p>AG happy to support PPG network and involve them in future conversations and development around PCNs.</p> <p><b>Action:</b> NBS to draft letter to PCN Clinical leads about the PPG Network.</p>
6.	<b>Sharing Best Practice – Chris Simmonds/Sian Owen</b>	<p>SO shared how their PPG first began. She stated that patients did not fully trust the model of a PPG so ensured they were independent by meeting in a hotel venue. Remained a formal group for 2 years but then relaxed the formal boundaries within their PPG.</p> <p>SO ensures the network has a speaker to keep the group engaged at each meeting and meetings happen every 6 weeks. Programme of events is also delivered throughout the year.</p>

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		<p>CS always offer a banana, bun and cup of tea at their PPG meetings.</p> <p>CS their practice kindly offers administration support to support their PPG which includes sharing the NAPP newsletter regularly. They also host a virtual PPG network to ensure they reach more patients.</p>
7.	AOB	<p><b>Video relay service</b> NC had investigated VRS at her practice, the Practice Manager had not heard of this service.</p> <p>SO shared that their deaf patients can text the practice mobile or email them to book appointments.</p> <p>NC asked the network to pursue this further and find out more information</p> <p><b>Action:</b> PPG Network members to investigate further into accessibility to appointments and support at each of their practices. NBS to research how the deaf community at the communication college access GP services.</p> <p><b>PCN Leads</b> NC spoke with FK yesterday to ask him to extend the invitation to Ben Scott – PCN lead – to a future PPG network meeting.</p> <p><b>Connecting with other PPG's</b> NC has completed draft email to all PPG's to invite them to the network</p> <p>NBS informed the group the list has been completed including all PPGs in the local Doncaster area.</p> <p><b>CCG AGM</b> NC met Rob Timney – CCG Digital Team – at the CCG AGM 2019, and she has invited him to speak at the next meeting.</p> <p><b>Action:</b> NBS to contact Rob Timney with an invitation for the next meeting</p> <p>NC mentioned the increase in GP online services.</p> <p><b>Action:</b> NBS to gather information and distribute to the network regarding digital GP online services.</p> <p><b>CQC Rating</b> SO shared that the Francis street practice have been rated 'Outstanding' by CQC.</p> <p><b>Security at DBTH</b></p>

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		GJ new CCTV systems are being installed in Mexborough montague hospital, Bassetlaw and then on the Doncaster site.
8.	<b>Close</b>	Meeting closed at 15.40hrs
9.	<b>Date of next meetings</b>	<b>Next meeting:</b> Friday 13 <sup>th</sup> September 2019, 1.00pm – 3.30pm.  <b>Future meetings:</b> Friday 25 <sup>th</sup> October 2019 Friday 29 <sup>th</sup> November 2019