

# PPG Network Action Points

**Meeting: PPG Network Meeting**

**Date: Friday 29 March 2019**

**Time: 1.00pm – 3.30pm**

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

**Members Present:** Norma Carr (NC) – Chair  
Chris James (CJ)  
Frank Knapton (FK)  
Barbara Bell (BB)  
Chris Simmonds (CS)  
Sian Owen (SO)  
Jon Finegold (JF)  
Steve Lyons (SL)  
John Burke (JB)  
Diana Foster (DF)  
Peter Noble (PN)  
Sheila Bean (SB)

**Apologies:** Judith Hickson (JH)  
Jill Telford (JT)  
Brian Nelson (BN)  
Ian Morris (IM)

**In Attendance:** Andrew Goodall (AG) Chief Operating Officer, Healthwatch Doncaster  
Emily Green (EG) Business Support Officer, Healthwatch Doncaster  
Jane Rodgers (JR) Wellbeing Officer DMBC  
Ann Dawson (AD) Royal College of General Practitioners

	<b>Agenda Item</b>	<b>Notes</b>
1.	<b>Welcome Introductions Housekeeping</b>	NC welcomed everyone to the meeting and introductions were made.  AD mentioned her colleague Katy Green was unable to attend the meeting to provide a talk along with AD.
2.	<b>Apologies</b>	Judith Hickson (JH) Jill Telford (JT) Brian Nelson (BN) Ian Morris (IM)
3.	<b>Minutes of the last meeting and matters arising</b>	The minutes from the last meeting held on 18 January 2019 were reviewed by those present at the last meeting.  Errors were raised in the minutes. EG to make alterations.  The minutes were then agreed and set as a true record.  Matters arising: FK to follow up with Debi Gillot regarding supporting GP practices.

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4.	<p><b>Jane Rodgers – Wellbeing officer</b></p>	<p>JR explained in detail all aspects of the wellbeing service and how it has developed over the years.</p> <p>There was a discussion on how the PPG network and Wellbeing Team can work together as Wellbeing officers are keen to work with GP practices and patients.</p> <p>JR raised one way the Wellbeing service want access to patients is to introduce Conversation hubs across the Borough and hold Wellbeing sessions for public/ partners to access and receive direct support from Wellbeing officers and identify issues they may be experiencing. JR mentioned the Conversation Hubs will help people with social isolation and help reduce pressure on GP practices.</p> <p><b>Action:</b> Network members agreed to share this information about the service to their practices.</p> <p><b>Action:</b> EG to share link to Your Life Doncaster.</p>
5.	<p><b>Ann Dawson – Royal College of General Practitioners.</b></p>	<p>AD gave an overview on her role and mentioned the RCGP is keen to get support from the PPG Network to develop links with patients in GP practices. The RCGP is keen to listen to and support patient participation groups in practices.</p> <p>AD mentioned the College is beginning to "Rethink General Practice" and how it is presented to patients, this is at the development and discussion stage. AD thinks it is important that patient groups are aware of this to contribute whenever they can.</p> <p>The college are keen to raise patient perspective and this is a difficulty. This lead onto a lengthy discussion and the PPG Network highlighted the importance in understanding and managing patient's expectations.</p> <p>There was some concern that joining forces with other PPG networks shouldn't undermine current positive relationships, however was agreed the College would benefit more to approach professionals who work directly with patients to exchange ideas.</p> <p><b>Action:</b> AG agreed to make enquiries to PPG Networks across South Yorkshire to get ideas and key points on how they work that may benefit the network. AG will feedback in due course.</p>
6.	<p><b>Update from Andrew Goodall</b></p>	<p><b>Hospital Services Review</b></p> <p>AG has been approached by ICS Team and they would like to attend a future PPG Network meeting to provide an update and presentation on the Hospital Services Review and the next steps/ outcomes.</p>

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		<p><b>Action:</b> The PPG Network to invite James and Katy from ICS/HSR Team to a future meeting.</p> <p><b>Access to Primary Care survey update</b> AG updated the PPG Network on the project. AG mentioned the access to GP services survey has been tested by the network and feedback has been received. Therefore, the survey has been reviewed by HWD and amendments have been made for better understanding. AG mentioned a Communications Plan is being agreed by HWD team.</p> <p><b>Action:</b> The survey will be distributed to all members once finalised. There was a discussion around ideas for local engagement where the survey can be completed by the public and patients and suggestions were made by network members.</p> <p><b>NHS Long Term Plan</b> AG informed the Network that NHS England and Healthwatch England have asked local Healthwatch's to carry out engagement about the LTP. Local Healthwatch's have come together and produced questions for the survey. <b>Action:</b> EG to send out link to NHS Long Term Plan survey and additional information about the project. AG is keen to encourage all groups and networks to share the survey with their networks and Healthwatch will be carrying out engagement work across Doncaster to complete the survey with the public. <b>Action:</b> BB agreed to take the survey to her Art Group for attendees to complete and update at the next meeting.</p> <p><b>Glossy booklets</b> AG has implemented a covering letter that has been distributed to practice managers to have 30 leaflets in each practice. AG asked the network to contact EG if they think of any places who will benefit the booklet. Each PPG Network member for each GP practice were provided with 10 booklets for each practice.</p> <p><b>Community Engagement Officer post</b> AG announced the successful applicant for the new job post at Healthwatch Doncaster is Natalie Bowler-Smith. One of Natalie's remit will be to provide support to the Network and be the new dedicated person to replace Jill Telford's role within the group. The PPG Network are looking forward to meet and work with Natalie going forward. <b>Action:</b> Natalie to attend next PPG Network meeting to meet the group.</p>
7.	<b>Any other Business</b>	No any other business was given.

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8.	<b>Close</b>	Meeting closed at 15.30hrs
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