

PPG Network Support Group

Date: Friday 16 December, 10am – 12pm

Venue: Hybrid: WIRA House (LS16 6EB) and Zoom (virtual)

The Patient Participation Group (PPG) Network support group aims to work on developing initiatives, share ideas and good practice as well as providing support to PPGs and its members.

Meeting notes

Attendees

Chair

Adam Stewart (AS), Senior Insight, Involvement and Engagement Advisor for the Integrated Care Board (ICB) in Leeds

Attending

Eight PPG members were in attendance at the meeting. Practices and Primary Care Networks (PCNs) represented were:

- Pudsey Health Centre, West Leeds PCN
- Collingham Church View Surgery, Wetherby PCN
- Shadwell Medical Centre, Central North PCN
- Alwoodley Medical Centre, Central North PCN
- Crossley Street Surgery, Wetherby PCN
- Leeds City Medical Practice, Beeston PCN
- Garforth Medical Practice, LS25 / 26 PCN
- Oulton Surgery, LS25 / 26 PCN

For more information on PCNs and to find your practice's network, please visit:

<https://www.leedsgpconfederation.org.uk/about-us/our-practices/>

Updates from the ICB in Leeds

Progress with pilot / network and journey to PPG Awareness Week 2023

AS provided a brief update on the project that was discussed in more detail in the previous support group meeting (September 2022). AS informed the group that the pilot to further engage PPGs and practices, including a single survey for feedback was being developed and close to starting. Members of the PPG network were asked to feedback on the survey design over the last few months as well as expressing any interest in joining a working group to develop this work. It is expected that this work will begin in early 2023. AS noted that he hopes to host a half-day development session to start the work. AS also noted that shifting timescales and priorities may change the deadline for this work.

Members noted the importance of bringing the practices along with this work and ensuring that updates were provided via the Primary Care bulletin as well as opportunities for them to get involved.

PPG Emails

AS gave an update on the progress of the PPG Emails project. Following the successful pilot and feedback learned from that, the PPG Email Setup Guide has been updated and has now been sent to every practice.

It was requested that any communication to practice staff is clear that ownership of the email is shared by a nominated patient PPG member and a nominated member of staff from the practice.

A contact list of 'live' PPG emails can be found on the Leeds Health and Care Partnership website here: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/find-out-about-other-involvement-work/ppg/ppg-emails/>

Population boards and workshops

AS gave a brief update about the work the ICB in Leeds is currently doing on embedding involvement in the population boards that were set up last year to make decisions on designing and commissioning health and care services in Leeds.

As part of that work, insight reviews are being conducted and public involvement workshops are taking place between January and April to start the conversation on how we ensure that the patient voice is at the heart of decision making.

Specifically related to PPGs is the Primary Care population board. The public involvement workshop is taking place on Tuesday 28 February 2023, between 5pm – 7pm. Details on how to book onto the workshop and read the insight review for primary care can be found here: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/populations/primary-care/>

A full list of the other workshops, including mental health, cancer, long-term conditions and learning disabilities and neurodiversity can be found on the Leeds Health and Care Partnership website here: <https://www.healthandcareleeds.org/have-your-say/shape-the-future/populations/>

The group briefly chatted about the possibility of champions for each board at PPGs / PCNs in the future

Cancer SMART talk

Stewart Manning, PPG Chair at Alwoodley Medical Centre, gave a brief update about his work supporting the Yorkshire Cancer Community charity (<https://yorkshirecancercommunity.co.uk/>).

He is hoping to offer his services to practices and PPGs in Leeds to deliver the talk and inspire groups to nominate 'PPG Cancer Champions' who can support their local area to be more aware of cancer, its symptoms, prevention methods and how to get support from health and care services.

You can view the presentation slides he delivered at the September support group on the Leeds Health and Care Partnership website with these notes here:

<https://www.healthandcareleeds.org/have-your-say/shape-the-future/find-out-about-other-involvement-work/ppg/ppg-network/meeting-6-9-2022/>

For anyone interested in contacting Stewart about the Cancer SMART talk and Cancer Champions, please email: stewartmanning.doc@btinternet.com.

Research at LTHT

Ola Irnazarow (OI) from Leeds Teaching Hospitals NHS Trust (LTHT) attended the session to present on a research project she is supporting. The research involves the implementation of new bands that patients wear when attending Emergency Departments. These bands have a tracker in them so that LTHT staff can monitor people's locations. The tags will also be attached to key pieces of equipment and member of staff. The aim is that this will improve efficiency of the processes in the hospital.

Ola sought feedback from the group on their thoughts on this work. She is aiming to produce a survey that she hopes PPGs will be able to support in sharing with their patients to try get as wide a view as possible.

For more information and to send feedback, please contact Ola on A.Irnazarow@leeds.ac.uk.

Peer support

Each PPG Network support group meeting has time allocated to it for attendees to share ideas, challenges and offer support to fellow PPG members. There is no agenda for this section, unless there is a request to discuss a particular subject, either during the meeting or ahead of the meeting taking place.

- **Noticeboards**

- JL from Garforth Medical Practice shared the work she had been involved with to create and set up two PPG noticeboards to keep people updated about the work that is going on and opportunities for patients.
- She fed back to the group that she creates notices for that and regularly updates a PowerPoint slideshow that is shown on the practice TV screens to convey messages in a different way.
- She noted that she'd found difficulty in sharing the files between herself and the practice. AS suggested that she uses the site WeTransfer as it allows you to send files up to 2GB without a fee and limitations by memory (as can be the case with emails). You can find WeTransfer online: <https://wetransfer.com/>

- **OneDrive**

- In the conversation, an attending member from Oulton queried the use of the OneDrive storage system as a potential option to share files too.
- Those who are setup with their PPG emails will have access to some cloud storage via OneDrive.
- AS said he will look into it and update the PPG Email Setup Guide to include a section on OneDrive.

- **PPG Resources**

- AS reminded the group of the available resources to PPG on the Leeds Health and Care Partnership website.
- A member queried whether the documents were accessible as it uses the font Arial and they were under the impression that Arial was not a 'san serif' font meaning it was harder for some groups to read. AS said he will confirm in the notes.
- AS has checked and Arial is fine to use as it is a san sarif font (as per the British Dylexia Association: <https://www.bdadyslexia.org.uk/advice/employers/creating-a-dyslexia-friendly-workplace/dyslexia-friendly-style-guide>).
- It was noted that any documents produced for patients need to be accessible, this includes using the correct font (Arial) and minimum font size (12).
- AS said he will update the PPG Toolkit to include guidance around writing in an accessible way and plain English way.

- **Recruitment**

- The group raised the subject of recruitment and all noted that it can be difficult to recruit and retain members to their groups. A member of Collingham Church View was keen to hear from members about any suggestions they have.
- The group noted that it's important to regularly recruit at any opportunity. Some suggestions from the group included:

- Advertising outside of the practice, local noticeboards, supermarkets, with local organisations / shops, pharmacies.
 - Have a joint approach with other PPGs practices in your PCN.
 - Regular newsletters / posts on the practice website
 - Attend community events / have a stall
 - Advertise in parish / local publications / newspapers etc.
 - Adding notes to the bottom of paper prescriptions (if your practice still issues paper ones)
- It was also noted that it was important to understand the local demographics of your practice populations to ensure that you're working with the right people in the right ways. You can find out more about your practice by visiting the Fingertips website: <https://fingertips.phe.org.uk/>

Date of next meeting

Tuesday 14 March 2023, 6pm – 8pm

Currently scheduled to be held on Zoom, we will aim to book a room to host a hybrid meeting..

Please contact adam.stewart1@nhs.net or call 0113 221 7723 for any questions or to confirm attendance at the next meeting.