

Q: Question
C: Comment

PPG Network Meeting: 15 December 2022

11am – 12.30pm, Zoom

Representation from:

Barwell and Hollycroft Medical Centre
Billesdon Surgery
Bridge Street Medical Practice
Castle Donington Surgery
Castle Mead Health Centre
Castle Medical Group
Dr Virmani & Dr Bedi (Whitwick)
Fosse Medical Centre
Groby Road Medical Centre
Highfields Medical Centre
Hilltop Surgery
Leicester City PPG Forum
Markfield Medical Centre
Measham Medical Unit
Park View Surgery
South Leicestershire Medical Group
Vale Medical Group
Woodbrook Medical Centre

Integrated Care Board representation from:

Jo Ryder, Experience and Relationships Manager
Birju Vaja, Insights and Experience Officer
Melanie Shilton, Campaigns, Behaviour Change and Projects Manager
Kirstie Swinfield, Partner Insight Senior Assistant

Welcome and introductions

Hosted by Jo Ryder, Experience and Relationships Manager, LLR ICB

Integrated Care Board (ICB) update

Presented by Jo Ryder, Experience and Relationships Manager

Some areas of the country will be affected by nurses going on strike. In Leicester, Leicestershire and Rutland, nurses are not striking as the threshold was not met during the ballot.

Staff working for East Midlands Ambulance Service (EMAS) will be striking on Wednesday, 21st December and Wednesday 28th December. Services in Leicester, Leicestershire and Rutland will be affected.

The Voluntary, Community and Social Enterprise (VCSE) Alliance is now live. Please visit <https://leicesterleicestershireandrutland.icb.nhs.uk/be-involved/vcse-introduction/> to register for access.

Reinvigorating PPGs and engagement

Presented by Birju Vaja, Insights and Experience Officer

[Slides presented]

C Our practice manager does not engage with the PPG.

We will be contacting practice managers to confirm which practices would like to work with us on reinvigorating their PPG. For those who do not want our support or do not respond, we will endeavour to understand why.

- C We do not have access to our surgeries' patient list, so it is difficult to contact patients. We submit a health article to our village newsletter. The Next Door app can be used to share updates locally. A combination of communication methods is required, as not everybody uses the internet or reads the local newsletters.**

Practice managers have access to the text messaging service. You may also be able to connect with patients via a newsletter that could be uploaded onto the practice website.

There is now a PPG area on our website, where resources will be shared, so if anybody wishes to send us a newsletter template, we can include it within this section.

Support from community organisations may help with engaging people from more difficult to reach communities.

- Q When will the toolkit be ready?**

We anticipate by the end of January 2023

- C Some surgeries have not had PPGs for a long time. It can be difficult to recruit members.**

The toolkit will assist practices with lots of support and information including how to recruit members, but this can be difficult. Practice managers and PPGs may be able to ask voluntary, community and social enterprise (VCSE) sector organisations for support in recruiting new members.

- C Our practice manager will be joining the AGM to express what value the PPG can bring to the practice.**

- C It is difficult to have sustainability in PPGs, so is important to evidence the benefit to patients.**

We will factor this into the toolkit, outlining the role and benefits of a PPG. We would like to include examples of great work that PPGs have completed, so please send these to birju.vaja1@nhs.net.

- C If a PPG is involved in fundraising, it may be useful to register as a charity.**

The Winter Campaign update

Presented by Melanie Shilton, Campaigns, Behaviour Change and Projects Manager

[Slides presented]

- C Not everybody has internet access to view this information.**

We print campaign materials and promote the NHS 111 telephone service for people who do not use the internet.

- C There is a very large amount of information on the website, which the average person is unlikely to read through.**

Whilst some people may wish to learn more about the services in advance of becoming unwell, the idea of the website is that people can access information as and when they need it.

- C Previously, a booklet was printed in different languages explaining local services and when to access them.**

We are considering if there is money available within the budget to produce and distribute materials.

End of year health quiz

Thank you to all for participating.

Final questions/comments

The dates of the 2023 PPG Network meetings are included within the slides, which will be shared with the group.

Please email and suggestions for future agenda items to: birju.vaja1@nhs.net.

The next meeting will be Thursday 26th January 2023.