



SHP PPG Committee Meeting

Thursday 14th December 2023, 6:30pm – 7.45pm
Monkspath Medical Centre &
On-Line via ZOOM

Minutes of the meeting

PRESENT:

Sandra Matthews (SM) Chair; GM; MM; SK; LR; AD (minutes)

APOLOGIES:

GC; AS; LW; GA

No members online.

SM opened the meeting with a Christmas letter from SHP to the PPG:



1. Approval of minutes of last committee; actions from the meeting and matters arising

Minutes of the committee meeting of 16 November 2023 were approved.

Matters arising:

- eConsult – AD has received positive feedback received for a range of needs
- The report for the PPG visit to the patient Experience Team (PET) has been drafted and awaiting accuracy check by that team.



Action Log 16.11.23

ITEM	ACTION	RESPONSIBILITY	OUTCOME
1.	To forward two questions relating to the communication around scans and other test results to SHP.	AD	Completed (see minutes 14.12.23 and below)
2.	Save the Date message to wider membership and invitation to supply topics/themes for the AGM	AD	Completed
	Skeleton agenda for AGM	SM	To be revised
1.	Invitation for volunteers to carry out a visit to SHP Patient Experience team on 13 December	SM (to decide committee or wider membership)	Completed 13.12.23 Report to follow
2.	Develop questions and content for AGM including specific from this item.	PPG	Ongoing – referring to wider database
3.	DC role – request further information and action from SHP	AD	2024 meeting
	Brief facilities manager re PPG information at sites	AD	First meeting carried out
	Inform Dr C Webb that PPG are happy to support future health events that she plans to develop.	AD	Completed – awaiting further details in 2024

- AD confirmed that she has reported to Dr Clare Webb that the PPG is happy to support future patient events. A planning meeting is scheduled for January 2024
- Site manager in place and agreed to liaise with AD to add PPG material within patient areas at all sites.



Q. Do scan results go to the admin team at SHP?

Q. Is the referring doctor involved and informed of the results? This whether the scan is clear/normal or requires follow up.

SHP response:

All results come to the workflow team based at Blossomfield Hub. The majority of these come through to our clinical mail system electronically but some still come via post where they are scanned onto the clinical mail system.

The team match the scan to the patient and attach it to the patients record, they will then send to the clinician who has referred them for that scan. This is the same for all results whether they are deemed normal by radiology or not. Results and scans flagged as urgent by the hospital are sent to clinician with a high priority marker on them. The clinician will make a decision based on the results and then forward back to the workflow team to code the results on the patients record.

SM also reported that, having joined the NAPP AGM on 18th November, she heard how dissatisfied many PPGs were with the lack of information, feedback and data from their surgeries. She also learned that no PPGs present were meeting with practice teams (as we do) to better understand the services in primary care and how they work and how the PPG can help. She added that, despite there still being much to achieve within SHP, we need to recognise that we have a strong and mutually beneficial relationship with the practices that we need to appreciate and build on for the benefit of patients and staff.

The PPG submission was not successful on this occasion and we have not received any feedback as of this meeting.

2. AGM preparation and roles

SM confirmed that she had meet an organising member from the Hall and agreed the facilities for a hybrid meeting and use of all spaces within the Hall.

Committee members present agreed to the following:

- SM to check whether a Risk assessment is required as last year.
- SK volunteered to purchase refreshments
- LR would draft a new poster to promote the event
- SM to draw up a new draft agenda and confirm actual attendees from SHP
- All committee to be 'Meeters and Greeters'
- AD to source name labels for attendees and liaise with SHP for any PPG promotional materials (banner/tablecloths etc) and draw up a table plan for the breakout session so that attendees can locate their place more efficiently.



- AD to send out a request to the wider PPG for numbers attending for planning purposes and refreshments in the first week of January.
- SM to share her 'Chair's address' with the committee to capture the year's activities. Focus to be on the outcomes from last year's attendees and 'Table Talk' outcomes and the PPG Action Plan for 2023.
- AD to create a new 2024 Calendar of Events and Activities.
- The CO has also confirmed that SHP will promote the AGM on all its appropriate communications channels.
- It was also agreed that the meeting would be titled 'Annual PPG meeting' rather than AGM which can be a turn off for attendees. The meeting would be a 'general' meeting in its focus thereby supporting ToR in that we'd hold an annual meeting every year to update patients on PPG activities and the development of services for patients.

A further discussion focused on the areas for SHP representatives to focus on based on discussions in November and SM input to SHP Board meetings. Suggestions had been received from the wider membership in response to an invitation to provide themes that might be important for patients. Thus far, these are the areas:

- The use of Locums and how SHP induct and brief them of patients' medical history so as not to compromise patient safety.
- The role of AI and its current and future influence in general Practice. Whether AI can influence/support eConsult.
- How to better use Patient Access/ NHS app for an increased range of service including patients reporting their BP data etc.
- An overview from SHP attendees on their focus for the next twelve months.

There were also two suggestions for the break out groups to discuss and report back on:

'What more can PPG committee do?'

'How can we increase membership?'

It was also agreed that we think about keeping the breakout focus to one or two areas to manage responses on the night

ACTION: AD to message the wider group for additional themes/area for the evening.

3. Report from Patient Experience Team visit on 13 December

AD shared the headlines of the first draft with the committee and was now awaiting an accuracy check from the PE team. The approved report will be shared with the whole PPG as soon as possible.

4. Update from SHP Board meeting

There was no Board meeting this month due to clinical pressures.



5. Full Member meetings' review

It was decided to keep the schedule of meetings as it is now ie quarterly PPG meetings and to confirm a range of speakers within the new calendar of events.

6. PPG Digital Champion

Currently this is GC. We are awaiting further direction from SHP to begin this new approach to digital development.

AD to set up a Zoom meeting for the full committee on 9 January 2024 at 8pm for a final 'AGM check'.

7. The meeting closed at 7.35pm

The next committee meeting (new schedule)

**The next wider PPG meeting is
Thursday 18th January 2024
Solihull Christadelphian Hall, Grove Avenue Solihull
6pm to 8pm**

Signed: ...*Sandra Matthews*..... Date:January 2024.....

ACTION LOG

Item	Action	Responsibility	Outcome
2.	AGM responsibilities	Committee members	9 January 2024
	Message database for confirmation of attendance and any additional themes for discussion and/or for SHP input on the evening	AD	Early January