



**SHP PPG Committee Meeting  
Thursday 13<sup>th</sup> April 2023  
6:30pm – 7.45pm  
Monkspath Medical Centre**

**Minutes of the meeting (for committee)**

**PRESENT:**

Sandra Matthews (SM) – Chair; LR - VC; SK; GM; GC; MM; LW; Anne Devrell (AD) – Secretary

**APOLOGIES:**

GA; JW; HA; AS; PC; DA.

**In attendance: n/a**

**Acronyms: CO = SHP Communications Officer**

**1. Welcome and Approval of minutes 16.3.23**

These were approved and accepted as a true record by those present. No other amendments were reported. All actions arising were completed and closed.

**1.1 Actions arising;**

- AD had sent two message suggestions to CH. Committee to send their ideas to AD.
- ToR had been updated and approved via email from all committee.

1.2 An additional point was brought up relating to the circulation of committee minutes following a request from some patients. Currently, committee minutes are shared within the group only. Some patients questioned whether this is the right approach. A lengthy discussion followed with those present covering all perspectives. The current situation (not sharing beyond the committee) arose around confidentiality and sensitivity but it was pointed out that this is not an issue with current minutes as areas such as these are not recorded anyway (SK). LW made the point that if anything discussed at a committee meeting by an individual/s is categorised as 'confidential' they describe it as that or state 'not for minuting.' The PPG is not the forum for personal and/or medical situations to be shared. A number of the committee were keen that all patients had access to all activities of the membership and that a key feature of the PPG should be openness and transparency. All agreed that to make two copies of the same minutes for different audiences did not demonstrate these qualities and was a 'waste of time' and not good or necessary practice.

**CONSENSUS;** that committee minutes should be shared with the wider PPG and through SHP website. SM stated that she would contact those not present of this discussion and seek their approval for the consensus decision.



**ACTION:** SM to contact absent committee members to seek their approval of the decision to share committee minutes with the wider PPG and upload to SHP website.

1.3 SM invited GM to update the committee regarding his query raised on 16 March committee meeting around a personal experience involving scan referrals and follow up. He explained that he had had a direct call from Steve New explaining the current (unsatisfactory) situation where (some) scan referrals from GPs are being refused by UHB at QE. He was sent the Advice and Guidance information that essentially sets out a process that triages referrals and their follow up. AD was able to add additional information as she had raised the situation again at SHP Board on 6<sup>th</sup> April. It appears that there is a commissioning gap outside the control of GPs. However, GP representatives are taking this issue up with UHB and we will be apprised of developments accordingly.

## **2. ToR and Roles and Responsibilities document**

2.1 The ToR had been approved by email with no amendments/additions/deletions. A hard copy was now with SHP for their sign off. This copy to be returned for signing by PPG Chair and kept by the secretary. The PPG Mission statement is attached to the ToR as an appendix.

2.2 The new version of the three roles and their responsibilities (Chair/VC/Secretary) together with the roles of the PPG committee were circulated prior to the meeting. These were accepted and approved by those in attendance. No amendments had been received from those unable to attend.

## **3. Contact centre report (28<sup>th</sup> February and 1<sup>st</sup> March)**

SM had compiled a single report in letter format from the four received by PPG members who carried out the visits. This was approved and would now be circulated to the wider PPG membership and SHP. It would also be uploaded onto the PPG area of SHP website.

3.1 GM raised the frustration over being unable to book non-urgent appointments (routine appointments) a few days ahead. He asked 'Why can't an appointment be booked for (say) next week?' AD suggested this scenario was added to questions from PPG to SHP for the 10 May meeting. SK shared her own experience and SM suggested that it depended 'who you get' when doctors ask patients to make an appointment before leaving the site and admin say this isn't possible.

## **4. SHP Board update; Comms update (CO)**

These are the responsibility of the secretary. The purpose of meetings with the communications secretary include mutual updates, tracking the progress of patient enquiries and looking for the best ways to promote the PPG and develop activities that the PPG can be involved in for patients. These meetings are usually fortnightly online or



face to face when time allows. This month AS attended the Board meeting as well as AD. AS gave a brief description of her involvement in the PPG and a short personal profile.

#### **Report to Board from PPG:**

- Followed up patient enquiry regarding scan referrals and follow up. There appears to be a Commissioning gap outside GP control but the situation is being taken up by GP representatives.
- Improving the integration of research at Primary Care level for patients. As a West Midlands research participant, AD is keen that SHP becomes 'Research Active'. There is a national strategy for this that AD is part of and support for practices that wish to integrate research into their work with patients. The Board agreed in principle to look for research studies that supported the needs of SHP patients and were broadly positive and supportive of moving things forward. Dr N Patel explained that Governance structures would need to be in place and he will plan a meeting to start the process.
- LW shared a personal experience relating to research to illustrate that research is a very important element of healthcare and is not just about white coats and test tubes!

#### **Meeting with Communications Officer**

- AD shared three patient enquiries; location of GPs; the tension when GPs ask patients to book a follow-up appointment and the 'system' at the desk doesn't 'allow'; using Patient Access to book appointments as pre Covid.
- CO looking to progress a date for 'Call and Recall Team' to meet a group from PPG to report back to patients.
- Additional access for Chair being followed up, but access to NHS accounts for multiple users is a challenge
- New Primary Care Communications Officer for BSol Integrated Care Board (ICB) in place. Wants to meet with CO to share practice and ideas. Meet with AD for reinstatement of BSol PPG Forum. CH invited to be one of the interview panel for this post.
- He complimented SHP on their website and said it was one of the best he'd seen.
- Next Board meeting 4<sup>th</sup> May at 9.30am (SM to attend with AD)
- CO still looking to plan a Carers' Garden project

## **5. Workgroups**

5.1 SM explained that currently there are two formed workgroups (smaller groups of PPG members who volunteer to carry out additional responsibilities so that the PPG can be more active and visible); a Web group (now the Digital Group- lead by LR) and an Events group, currently SM, AS and AD (planning ahead for specific occasions and/or PPG participation in local or SHP based activities). She shared her disappointment that the planned Warm Welcome Hub had been delayed (and



possibly now not appropriate) by Governance issues but hoped that the concept could be used for other SHP community purposes.

5.2 SK illustrated that young people and working families were groups that the PPG needed to find ways of engaging with to help them navigate services that they perhaps use intermittently as well as broadening the membership of the PPG. This is where a social media profile for the PPG would help to make connections. It was thought that providing a clear 'pathway', available on all sites, that explained how appointments are made, how appointments are followed up, extended access opportunities and other information that regular users know and is second nature for.

5.3 AD suggested that this concept be broached with SHP with a view to creating some communications that would address these scenarios.

**ACTION:** AD to share 5.3 with CO at the next regular meeting or SHP Board (whichever is the sooner) to see if this solution can be achieved.

5.4 More support is needed and other groups will be needed as the PPG grows in number and ambition.

5.5 SM asked for other ideas and volunteers for these groups so that the responsibilities are shared and ideas come from wider perspectives than is the case.

5.6 AD reminded the group that they had planned to create small groups who would visit sites and set up PPG areas, monitor these monthly to ensure information was current. This has yet to be actioned.

## **6. Update on progress with SHP website changes**

LR shared her updates;

## **7. Items for PPG Annual Plan**

Time was now tight given the rest of the agenda so it was agreed that AD would bring the plan up to date after the meeting and circulate for agreement. This would also be an agenda item for the full PPG meeting on 10<sup>th</sup> May.

**ACTION;** AD to update the PPG Plan in line with tonight's committee meeting and other communications.

## **8. Planning for full PPG meeting in May**

SM asked the committee for ideas for this meeting. These to be emailed to her as time was up.

## **9. Items to be included on next committee meeting agenda**

These to be emailed to SM for the next committee meeting on 18<sup>th</sup> May 2023

## **10. Next committee meeting**

The next committee meeting is 18<sup>th</sup> May 2023 6.30pm to 7.45pm at Monkspath with a potential to provide virtual platform for those that find the timing difficult.



### ACTION LOG

ITEM	ACTION	RESPONSIBILITY	OUTCOME
1.1	Telephone message ideas to AD	Committee	Closed
1.2	Seek agreement for consensus at committee meeting to share committee minutes with full membership and on SHP website	SM	Email sent 14 April 2023
5.3	Explore ways of supporting families and young people to navigate services when they are infrequent users	AD and CO	Ongoing
6.	liaise with CO re website	LR	
	Liaise with the new Digital Transformation Lead to look at more creative ideas for the web site	LR	
	send the Contact centre report to CH for the website.	LR	
7.	Update PPG Plan for March	AD	18 May
8.	Ideas for 10 May meeting to SM	Committee	closed
9.	Items for next committee meeting 18 May 2023	Committee	closed

**SIGNED:** .....Sandra Matthews. (Chair)

**DATE:** .....May 2023.....