



## **SHP PPG Committee Meeting**

**Thursday 18<sup>th</sup> May 2023**

**6:30pm – 7.45pm**

**Monkspath Medical Centre**

### **PRESENT:**

Sandra Matthews (SM) Chair: LR - Vice Chair; GM; MM; AS; HA; GC; SK; PC; Anne Devrell (AD) Secretary

**ONLINE:** DA– link not made

### **APOLOGIES**

LW: HA DA; GA

### **Acronyms:**

CO = Communications Officer

CCG = Clinical Commissioning Group

ICB = Integrated Care Board (*This is a statutory NHS organisation which is responsible for developing a plan for meeting the health needs of the population, managing the NHS budget and arranging for the provision of health services in a geographical area*)

### **1. Welcome and Approval of minutes 13.4.23**

These were accepted as a true record and approved. Apologies were noted including the failure to connect online with DA. SM informed the committee that JW had resigned from the committee due to personal decisions, with immediate effect. SM wished JW well on behalf of those present.

There are 217 members on the PPG database currently.

**1.1 PC** asked whether the PPG was trying to recruit all patients. AD explained that this was probably not possible but that the PPG was trying to recruit as many patients as they could and had had many discussions with SHP over the past three years about possible PPG access to a wider profile of patients through SHP email information. However, due to GDPR, patient contact details given to the practice can only be used for health - related communications.

**1.2 GC** enquired as to whether it was possible to ascertain how many families this number represented as it would essentially mean the PPG had direct contact with more patients. SM noted this and would raise with the CO.



**ACTION LOG from 13.4.23 meeting:**

ITEM	ACTION	RESPONSIBILITY	OUTCOME
1.1	Telephone message ideas to AD	Committee	On going
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 Approved to share committee minutes from January 2023 <b>CLOSED</b>
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	Up to date
	Liaise with the new Digital Transformation Lead to look at more creative ideas for the web site	LR	To be followed up
	Send the Contact Centre report to CO for the website.	LR	To be actioned
7.	Update PPG Plan for March	AD	18 May and ongoing
8.	Ideas for 10 May meeting to SM	Committee	<b>CLOSED</b>
9.	Items for next committee meeting 18 May 2023	Committee	<b>CLOSED</b>

In addition to the Action Log updates above, the following points were made;

**1.3** SM reminded the meeting that (5.3 above) this cohort of patients was a ‘big hole’ in PPG communications.

**1.4** All present agreed that the use of safe social media needed to be explored. Online access (currently unavailable at SHP) was very much required and would help young and working families in accessing appointments and services. **MM** shared that, from her work experiences, setting up Online access is a complex procedure with many patient safety checks and balances required. This will add to delays in roll-out.

**ACTION:** **SM** to contact SHP to see how the plans for reinstating Online Access are progressing and whether there was any timescale that could be shared.

**ACTION:** **LR** to arrange another Digital workgroup meeting



PC suggested that maybe the Digital Transformation lead could speak to the committee at a committee/ wider PPG future meeting.

**ACTION: AD** to raise this with the CO.

Other ideas for speakers to be explored were put forward;

- representative from the Integrated Care Board (ICB);
- representative from the new (June 2023) Urgent Treatment Centre (UTC) at Solihull Hospital;
- Age UK; local energy support and information services;
- lead Clinical pharmacist at SHP;
- other health related services.

**ACTION: AD** to explore known networks to secure possibilities from the above.

It was also agreed that AD would ask the CO to find out what other health related groups are functioning at SHP eg Diabetic group and/or what groups were being planned to resume or start up again.

**ACTION: AD** to enquire about health groups that are active within SHP

## 2. Update from full members' meeting (10<sup>th</sup> May)

The minutes from this meeting and the associated actions were approved by the committee at this meeting and it was agreed that AD should share with the wider PPG through the PPG email account asap.

2.1 AD informed the meeting that, in addition to the presented minutes of 10.5.23 a member had volunteered to support PPG Awareness Week and requested a place on the small group planning to meet the 'Call and Recall' team when dates had been agreed with SHP.

## 3. SHP Board update; Comms update (CO)

AD updated the meeting with the following:

3.1 The Board updates were delivered at the wider PPG meeting on 10<sup>th</sup> May 2023

3.2 AD's meeting with the Communications officer for Primary Care from the ICB on 11 May was informative and very positive. He was brought up to date on the development of SHP PPG and wanted to support our ambitions. AD explored the possibility and importance of reinstating the BSol PPG Forum for the patient voice as well as support for those practices where the PPG had folded during Covid. She made it clear that patient involvement in the activities of the ICB was vital if their communications, particularly, were going to impact patients and citizens lives more positively than in the time of the previous CCG. Supporting SHP PPG by promoting our profile and future activities was discussed. Thoughts also emerged around exploring Podcast ideas as a means of educating patients about the changes in Primary Care and how to navigate these new ways of working. Initially, it was suggested that the 'Day in the Life of...' articles would be a good starting point. Watch this space!



#### **4. PPG Plan 2023 (attached)**

A May update had been shared with committee as part of the meeting papers. SM asked for any additions that committee might have identified. A fresh copy would be shared for the next meeting to reflect any new and upcoming activities into June.

#### **5. Workgroups**

SM asked for any further ideas for smaller groups to action activities of benefit to the PPG and patients. These were to be emailed to her.

#### **6. PPG Awareness Week 2023 31<sup>st</sup> May – 6 June**

AD sought offers of support and ideas additional to the PPG having a presence at sites with sufficient space for PPG members to attend. She reiterated that it was an obvious opportunity to promote the existence of the PPG to the wider patient communities. She volunteered to create a rota for committee to add their availability if they were able to. There was no pressure... it was about doing what we could.

**ACTION:** AD to circulate a rota for inserts.

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

LR was interested to know what the level of DNA (did not attend) at SHP. SM volunteered to ask this question when she next contacts the CO. A discussion followed about the GP data that is shared with the PPG on a monthly basis after NHSE has made the data public. Members wondered how SHP were going to manage the new GP contract expectations. AD reminded the meeting that triage and referral to 'the most appropriate' healthcare professional – the elements that NHSE are now requiring of all GP surgeries has been active within SHP for two years. Other ideas for the next committee agenda to be emailed to SM.

#### **8. Close of Meeting – 7.43pm**

Next committee meeting:

**22<sup>nd</sup> June 2023 Monkspath Surgery 6.30pm – 7.45pm**  
**(to include quarterly update from Steve New)**



**ACTION LOG**

ITEM	ACTION	RESPONSIBILITY	OUTCOME
1.4	Reinstatement of online access – current position and timescales	SM	22 June
	Arrange Digital workgroup meeting	LR	22 June update
	Explore possible agenda for future speakers (as per 18.5.23 minutes)	AD	22 June update
	Suggest Digital transformation lead speaks at a committee/wider PPG meeting in the near future	AD	22 June update
	Active Health groups within SHP	AD	22 June update
6.	Circulate PPG Awareness week rota	AD	Completed 21.5.23 CLOSED
7.	Agenda items for June committee meeting to SM	All	by 17 June

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

DATE: .....22/6/23.....