



**SHP PPG Committee Meeting  
Thursday 9 February 2023  
6:30pm – 7.45pm  
Monkspath Medical Centre  
Notes of the meeting**

**PRESENT:**

Sandra Matthews (SM) Chair; LR Vice Chair: AS; LW; MM; (GC); (JW); GM; DA; HA; Anne Devrell (AD) Secretary and notes.

**APOLOGIES:**

SK; PC; GA.

**In attendance:** no other attendees

**1. Welcome and introductions; Committee roles; agreement and confirmation**

**1.1 SM** welcomed the new committee and invited those present to introduce themselves. From the information given, it is noted that committee representation is from three of SHP sites – Grove, Monkspath and Shirley only.

**1.2** The group approved the sharing of their personal emails within the group for future committee communication and working **only**. These will not be shared with the wider PPG membership.

**1.3 SM** confirmed that she had self-nominated for the role of Chair; LR had self-nominated for the role of Vice Chair and AD was happy to continue the role of secretary. She asked the committee to confirm that they were all happy with this and to approve these roles. The decision was unanimous.

**APPROVED;** that SM carry out the role of Chair; LR carry out the role of Vice Chair and AD carry out the role of secretary with immediate effect.

**2. PPG Confidentiality Policy/ Agreement**

**2.1 AD** asked that new members read and complete the committee's Confidentiality agreement. This is to recognise that, in the delivery of PPG activities, committee members may be witness to sensitive and personal information from patients (at events etc). Such a scenario would, in line with the agreement, demand that the person is signposted to a member of SHP staff immediately. PPG members are not in a position to respond to such situations in this role and should not do so. Other PPG members who participated in events/activities where they would meet patients for a period of time (eg coffee morning/ Warm Welcome Hub) would also be required to read and sign the agreement in their own interests and those of the wider patient group.

**2.2** Re-nominated committee members had already signed the agreement.



### **3. Outcomes form PPG AGM and Action Plan development**

**3.1 SM** invited the committee to offer their ideas and themes they saw arising from the recent AGM. Table groups had generated a range of observations, ideas and experiences in relation to the given areas for discussion. A copy of the AGM responses had been circulated to the committee beforehand.

**3.2 AD** thanked GC for his emailed suggestions (previously circulated to the committee). Those actions he had identified as SHP focus had been forwarded to Cathy Harrison (Communications Lead) for responses from Steve New (CEO) and other staff appropriate for the question/clarification/ information.

**3.3** The purpose of this item was to draw out an action plan for the PPG to act upon, communicate with the PPG membership and share with SHP. It will focus on what is important to patients, will aid PPG growth by clearly identifying activities and priorities that were raised at the AGM so the PPG can have a real impact and involvement in SHP planning and service improvement.

There was a wide - ranging discussion where all committee members shared their own perspectives on and interpretations of the AGM feedback.

#### **3.4 Themes/Priorities that were discussed included;**

**3.4.1** Further communication to patients around the geography of the SHP Primary Care Network (PCN) eg. ' being 'shunted off' to other sites'

**3.4.2** A better understanding of service levels and how they appear, for some patients, to have deteriorated since the 'merger'

**3.4.3** Increase membership of the PPG.

- E-mail Bulletin to all SHP patients.
- Invitation notices in all surgery waiting rooms.
- Consider varying times and days or full PPG meetings.
- Test hybrid meetings to increase attendance
- Develop a 'recruitment Team/group to develop and identify recruitment opportunities for new members. Cathy Harrison and her promotion of the PPG would be a partner in this.

**3.4.4** Other areas raised were;

- The footfall data of SHP website v Patient Access (for appointments)
- The continuing requests around seeing 'own' GP at 'own' surgery (this has been forwarded to SHP for a response to committee at the next meeting on 16<sup>th</sup> March) as part of Steve New's update item.
- GM asked for clarification around 'nominated GP' category (for SHP)
- A discussion around the appointment process concluded that we would ask SHP to set out the patient appointment pathway to include apparent confusion around 'booking ahead' and available timescales. The situation for a patient when booking and appointment (with a GP) and the GP requesting a 'follow up appointment
- Online access to appointments and accessing test results on there



#### **4. Managing our PPG in the new era**

This item had been included by AD. Having completed one year of a quite sizeable PPG (214 database members) and held a first AGM as SHP PPG, she was keen that committee members consider how our activity and behaviours might need to change. Her interface with members of the database and the feedback from the AGM suggested that expectations had been raised of what the PPG should and could do. The face to face AGM had made an impact for a lot of attendees and we as a committee needed to recognise this and respond strongly to these expectations. Increasing numbers of members and committee should mean that we can now better galvanise support and involvement and really make our mark this year. An agreed action plan will help shape, communicate and progress the ideas that we and the wider membership expect. SM suggested that an increased capacity will help us to develop smaller 'teams' of committee and PPG members to become more visible and active (this was also seen as a positive way of increasing recruitment to the PPG). Each team would be facilitated by a committee member who would feed back progress and outcomes to this group, the database through AD and to SHP Board via AD. This would result in the management of the groups and where and when they met.

**ACTION:** AD to develop a draft action plan incorporating these themes together with those raised at the AGM.

#### **5. SHP Board update**

AD shared this with the committee (attached)

#### **6. PPG activities updates**

##### **6.1 Web group**

SM updated the progress of this group and their meetings with Cathy Harrison after providing a brief narrative for new members around the origins of this activity and why PPG involvement was required. CH has the suggested new amendments for the PPG site on the SHP website and she will update the committee as she receives more information. LR will be the link with CH and the group from now on. It was also suggested that, given that the use of digital resources is commonplace now, the group should be renamed 'Digital group/team'. SHP have a new Digital Transformation lead in place now and the group see some of their work involving this role.

#### **7. 2023 calendar of meetings and events (enclosed)**

AD explained that the current version (circulated), was based on the calendar for 2022. Based on discussions at this meeting regarding flexible full PPG meetings (day and timing), the potential for F2F meetings as well as online (hybrid), she agreed to explore location potential and availability with a view to trying something new for the next full PPG meeting in April. The committee had noted the feedback regarding timings, location



(not all to be at Monkspath) and access (online access might allow more to attend (though AS pointed out that the f2f AGM generated a larger attendance than had any of the full PPG meetings in 2022)).

**ACTION:** AD explore opportunities for a hybrid PPG meeting in a ‘central location’.

LR suggested that the Committee ToR be discussed and reviewed at the next meeting to ensure that the new committee were happy that it still reflected the purpose of the group. This was agreed.

**8. The next meeting will take place on Thursday 16 March 2023 at Monkspath site from 6.30pm to 7.45pm**

The meeting closed at 7.49pm

**ACTION LOG**

Item	Action	Responsibility	Outcome
4.	PPG Draft Action Plan	AD initially	16.3.23
7.	Explore opportunity for a hybrid full PPG meeting in April 2023 (might be best to change one variable at a time! ie access to the meeting; day and timing to explore for the July meeting)	AD	27.4.23

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

**DATE:** ...March 2023.....