



SHP PPG Committee Meeting

Wednesday 12th Feb, 2025

7.00pm – 8:00pm

MS Teams Meeting

MINUTES

PRESENT:

Sandra Matthews (Chair) SM; Liz Rowsell (Vice Chair) ER; SK; MM; GA; Anne Devrell (Secretary) AD

APOLOGIES:

AS; LW

1. Approval of minutes 22.1.25 (Full membership meeting)

These were approved as a true record of the meeting.
Membership is currently 287.

2. Recruitment to PPG committee – Chair's updates

SM explained that she had had four 'expressions of interest' in response to her invitation for PPG members to join the committee. She had acknowledged their interest at that point. One member was uncertain as they could not make meetings held on a Thursday. The Chair led a discussion about what the next step should be. Some members were disappointed that none of those interested attended the wider meeting in January.

AD pointed out that they had not had a direct invitation from the committee. She also suggested that a face-to-face meeting with the three remaining interested members would be better and more welcoming than the planned online meetings. There was no decision made about the next step.

AD requested a message be sent to the potential committee members explaining the current picture.

ACTION: SM to write a message to the four members bringing them up to date with the process.

3. Email account – Chair's updates

SM updated the meeting with the new date for a meeting with SHP regarding the setting up of a new email for the PPG membership to enable more people to access the account. It was also suggested that there was an option for a 'generic/shared' email facility. SM said she would research this option and add the detail to her proposal



AD reminded the group that this had been agreed by a majority of the PPG committee almost a year ago and now needed to be 'actioned'. SM had previously spoken to Cathy Harrison and requested a meeting with SHP to discuss progressing this and so on 7 March the PPG committee are to attend an online meeting with Steve New, an SHP Governance representative and Cathy Harrison (Communications Lead) to progress the decision of the committee to either change the PPG email account or to set a generic/shared NHS email account to enable more committee members to access the PPG membership database.

SM reminded the group of her original proposal and stated that she would reshare the proposal by 17th February for committee to comment, add to it and return it to her by 19th February so that she could forward to SHP by 21st February to assist in the decision making and finally settle the situation one way or another.

AD asked that SM include the range of questions (as well as her proposal) as discussed in this meeting to ensure that the advice from SHP Governance covered all of the GA asked once again why the email needed to be changed as 'it was not broken and works well'.

SM explained the rationale for pursuing this action (see above) and stated that 'more than one person needs to access it'.

AD reiterated that the meeting with SHP needed to finally settle the issue not least because a new print run of PPG leaflets needed to be in place with the correct PPG contact details for PPG promotion and activities as well as creating space to plan and deliver PPG activities to engage with patients and promote the group.

4. SHP Digital Transformation Project – updates

ER added to the item by explaining that it was important to encourage those that can use technology to do so. All parties are aware that some elderly people struggle with new technologies, and they must still be catered for. She has been invited to meet with SHP as the PPG digital champion, to support and assist with the organisation of a future digital event, such as digital training sessions on a Saturday morning. This is in its early stages.

AD shared the responses to her points submitted to the Board on 6 February and they are added below:

AD point - Thanks to Ed and Cathy for the note to PPG regarding awareness raising around expected changes to digital communications. The input by Ed and Bal at the wider member meeting on 22 January was also well received. 'We' (the PPG) have an expectation that we will be part of the discussions around service delivery.



CH response - *There will be lots of involvement by the PPG to help us shape and deliver our digital transformation and service delivery, with opportunities to input, test, provide input / changes, etc. - similar to the Telephone Call Flow project previously. We will be in touch when those opportunities arise as we progress.*

AD point: I'd asked about permission for the PPG to be involved in an Air Quality project run by the Council (they had contacted us). No feedback was received and sadly the deadline day has now passed. How much independence do we have as a PPG to progress projects such as this i.e. that we can help with; that patients/members are keen to support/participate in without referring to yourselves? It all takes so long!!

Dr Lupoli response - *Projects like these are really important. As long as there's no direct impact on how we deliver our services we are happy for you to take that decision without referring to us. Where there is a direct impact on SHP and our service delivery, then please do refer to us.*

AD Note: Patient enquiry - (this in response to PPG discussions regarding the provision for those not engaging digitally ... the patient thinks too much is made of this).

'When universal credit was introduced in 2013 the only means to access it was on-line. I think saying to people the access route is on-line except for people with extenuating circumstances should be acceptable- other GP practices that have higher customer satisfaction than SHP operate this system. I think it would be interesting for SHP to survey a proportion of their patient base would prefer improved on line access and establish how many patients truly cannot access things on line? I think the PPG are unrepresentative'.

Dr Lupoli response- *Our view is that the more patients we move to digital platforms away from the traditional access, will free up those traditional access portals for those who need it.*

Dr N Patel – *The thinking behind the digital strategy for Birmingham and Solihull is to try and help with regard to all population groups. The implementation of these digital platforms is very much to support all population groups, and even if you're not going to be using them, it's not going to be the only access to Primary care or services within the NHS. It's more going to be used as an adjunct to allow efficiencies. Where there are inequalities in health or those who are not tech savvy will still be able to have the traditional access methods. The digital will be there to aid decision making around that and to also allow the flow of patients that are coming through different systems, whether it's in the hospital, whether it's in the Community, or whether it's in primary care like in our practice at*



SHP.

ER – Not everyone thinks of looking to see if SHP has got a website, so perhaps that could be promoted more.

Dr N Patel response – *We are looking to set up some digital session where digital champions like yourself Liz will be able to help those population groups that would benefit from digital support. We can look to launch an event where we can set up a patient digital training session on a Saturday morning.*

ACTION: PPG to help with organising a SHP digital event – CH to progress with ER.

5. Meeting closed at 8.00pm

**Next committee meeting Thursday 13 March 2025
7.00pm-8.00pm
Via MS Teams**

**Next wider membership meeting;
Wednesday 21 May 2025 (Annual meeting)
Venue tbd**

SIGNED: ...*Sandra Matthews*... (Chair) Date: ...March 2025...

ACTION LOG



ITEM	ACTION	WHO	Outcome
Actions from attendees at wider meeting around promotion of and recruitment to the PPG			
2.	Write to four members who expressed an interest in joining the PPG committee	SM	asap
3.	Prepare email proposal and share revised proposal and associated questions with committee	SM	17.2.25
	Respond to the above even if 'nil return'	All committee	19.2.25
	Forward revised proposal and associated questions to SHP	SM	21.2.25

Approved Copy