



SHP PPG Committee Meeting

**Thursday 13th July 2023
6:30pm – 7.45pm
Monkspath Medical Centre**

MINUTES of the meeting

PRESENT:

Sandra Matthews (SM) Chair; LR (Vice Chair); AS; GM; HA; LW; Anne Devrell (AD) Secretary.

APOLOGIES:

PC; SK; GC; DA

ONLINE:

GA; MM

Acronyms

CO = Communications Officer

C&R = Call and Recall team

PLT = Planned Learning Time (Wednesday afternoons)

UTC = Urgent Treatment Centre (Solihull)

PCN = Primary Care Network

RCGP = Royal College of General Practitioners

ICB = Integrated Care Board

UHB = University Hospitals Birmingham

T&F = Task and Finish group

1. Welcome and Approval of minutes from 22.6.23

These were accepted as a true record. PPG database is currently 237 patients.

1.1 **Apologies** were received from three members.

1.2 SM invited GM to share a recent experience regarding log in screens and appointment locations. This has now been passed to SHP for a response.

1.3 **Action Log** – see below

ITEM	ACTION	RESPONSIBILITY	OUTCOME
1.1	Reinstatement of online access – current position and timescales	SM	ongoing
	Arrange Digital workgroup meeting	LR	Bulletins uploaded
	a) Explore possible agenda for future speakers inc. Digital Transformation lead	AD	Ongoing



	b) establish what health groups are active within SHP		
6.	Establish site groups for PPG promotion	All	HA/SM/AD
	Adjust and send to print agreed PPG posters	SM	Revised number for printing

2. Update from visit to Call & Recall team 5 July 2023

This took place at Monkspath surgery where the team is based and SM; LW and AD attended as volunteers. In attendance was Cathy Harrison (CO). The report, compiled by the PPG is being checked for accuracy by the team leader and will be circulated to the database of patients as soon as it is approved.

3. SHP Board update 6 July 2023

SM attended alongside AD (Zoom platform). Updates shared;

From PPG;

- 237 database
- Thanks for the C&R team visit
- AD panel member for RCGP applications for research awards for practices and First 5 GPs. Lots of ideas for PC research and PPG involvement. When can we start the process? **Dr N Patel suggested CO set up a T&F group to prepare the platform to move this forward.**
- UTC – AD enquired of ICB/UHB contact about gathering of data to show use and impact of this service and also any impact on PCN as the service is also a 'walk-in' **Board stated they will be monitoring UTC use and have in fact been invited to explore SHP involvement in setting up new health pathways for patients eg respiratory, in the setting**
- Thanks to CO for promoting PPG and its purpose, vision and impact at recent PLT afternoon with all staff

From Board

- Effective whole staff training 5 July
- Flu vaccines ordered
- Exploring whether any Covid boosters can be delivered at same time
- All to be carried out at sites. Saturday clinics at sites in the autumn; PPG help requested



- Invites will be sent out in line with NHSE guidance (and availability of vaccines)
- Approach from Solihull Retirement Village (Poppy Fields Shirley) to Board to develop a mutually beneficial working relationship and future possibilities SM and AD felt a PPG link would be important as well (supports 2023 action plan) Form a link group? PPG banner?

Additional

Carers' event scoping meeting #2 on 7.7.23 (in attendance Dr C Webb; Carers' Centre; CAB /SHP Social Prescriber; CO; AD

- 30 September – now confirmed
- Focus is on carers and SHP staff awareness raising
- 20 agencies
- 10am – 2pm
- Discussion around communicating this to the community

4. Workgroups

4.1 LR informed the meeting that PPG minutes and calendar had been uploaded to the website recently. She encouraged those attending to visit the site and feed back to her about the content and with further ideas. GM asked whether there was a mechanism in place to record 'hits' on the PPG area. LR said that she would enquire. She wanted the website to become a reference point for patients being mindful that not all patients are able to, want to, use this channel for their health information.

ACTION: LR to enquire whether site usage could be recorded.

ACTION: AD to send current calendar to LR

4.1 SM reiterated that practical support for current events and workgroups was needed if the PPG is to raise its profile and credibility. In terms of speakers for meetings, AD referred those in attendance to the latest Action Log (above). She is exploring possibilities within and outside the SHP community.

4.2 AS felt that input from the SHP Social Prescriber would be useful as the role has grown since its introduction to healthcare some years ago.

4.3 SM suggested local Police input based on an event she attended at The Core.

4.4 GM agreed with AD that input from the ICB and UTC would be very useful too.

4.5 The Call and Recall team leader was also put forward as a potential speaker at wider meetings.

4.6 AD asked HA to create some statements to go alongside PPG information at sites to encourage patients to take the information away with them. This would be part of the PPG setting up focal points at sites. SM



suggested that Shirley Medical Centre would be a good site to start with. HA, SM and AD volunteered to start the ball rolling.

ACTION: HA, SM and AD to set up initial PPG focal point at SMC

4.6 SM informed the group that, due to prohibitive costs, the number of A2 posters for the PPG promotional actions, would need to be reduced.

5. PPG Quarterly updates

SM invited committee to let her know whether other updates would be useful as well as those currently on Steve New’s remit to the PPG. She suggested that this be collated in the committee meeting prior to SN’s input. AD added that time does need to be given in order that SN can gather the relevant information.

NB. Steve New is due to update committee on 21st September. Next committee meeting is 17th August.

6. NAPP module programme for PPGs

AD explained the programme – first raised at the last committee meeting. SM and LR had expressed an interest in viewing the module. AD currently waiting for a response from NAPP following her enquiry about access for them.

7. PPG Plan 2023

This had been circulated with committee papers and updated with interim activities. There were no new additions.

8. Items for the next committee meeting on 17th August

To be sent to SM via email.

SM shared that a new PPG member had contacted AD to ask about committee membership.

ACTION: SM to write to the member explaining the process for election to the committee.

9. The meeting closed at 7.38pm

Next committee meeting 17th August 2023 6.30pm – 7.45pm at Monkspath

Signed: *Sandra Matthews*.....

Date:17th August 2023.....





ACTION LOG

ITEM	ACTION	RESPONSIBILITY	OUTCOME
4.1	Investigate whether web site 'hits' can be recorded	LR	17 August 2023
	Send updated calendar of events to LR	AD	Closed 17.7.23
4.5	Set up PPG focal point at SMC as a model for all sites going forward	SM/HA/AD	17 August 2023
8	To respond to enquiry regarding PPG committee membership	SM	17 August 2023

APPROVED 17 August 2023