



## **SHP PPG Committee Meeting Minutes**

**Thursday 15<sup>th</sup> August 2024**  
**7:15pm – 8:30pm - On-line via Teams**

**Present:** Sandra Matthews (Chair) SM; Liz Rowsell (Vice Chair) ER; SK; MM; LW; AS; Anne Devrell (Secretary) AD.

**Apologies:** GA

**Guest Speaker:** Jayne Hodgkiss (Healthwatch Solihull - HWS) JH

**SM** opened the meeting and welcomed JH. The committee had previously agreed to invite JH to this meeting to determine the suitability of the presentation at a full PPG meeting. Due to technology issues the HWS slides could not be shared so these will follow. JH outlined the main features of HWS and what she could present to the full PPG meeting.

**JH** explained that feedback details can be found online on the HWS website.

The committee then asked some direct questions regarding links to Government and funding and JH reported that there is a statutory requirement for SMBC to have a HWS organisation and it commissions HWS activities.

It was agreed that this presentation would be very useful for the full PPG membership particularly as a route to raise concerns and complaints and Jayne agreed she would attend a further PPG meeting to present again. A suitable full meeting will be identified and SM will communicate this to JH.

A conversation then took place regarding whether, as a PPG we were comfortable in raising concerns and that perhaps HSW could assist in this area. There was a perception that SHP are somewhat defensive when issues are raised and that perhaps HWS working 'in the middle' could help SHP understand that patients aren't just being critical?. A further discussion was then held around the e-consult system. Again the perception is that while it is helping the situation there are still some operation issues. SHP are aware and working to resolve issues.

It was noted that the PPG regularly reminds patients to report concerns through SHP channels so that they can be resolved. PPG Volunteers undertake visits to teams within the practice to meet the staff and report back to patients.

**JH** summarised that feedback from SHP patients does show significant improvements and she recognised the hard work put in by all staff.

It was requested that when speaking to the wider membership, HWS start with the basics, explaining what the organisation is and its purpose. Many patients are unaware of such



organisations and their role in health and care. HWS could build confidence about organisations that help and support people. JH referenced that their advice in contacting HWS was to speak to the Practice Manager however it is not clear if role exists within the practice or if this is covered by a new role.

JH shared with the group that HWS was due to make seven visits to sites throughout September at the invitation of SHP and an invitation for committee members to join in these visits was shared. JH will send details of the dates/times/locations to SM for distribution to the committee.

**The committee then thanked JH for her time and she left the meeting at 8.05pm**

#### **Approval of the committee minutes for 18 July 2024**

The minutes were approved and sent for upload to the website.

#### **Review and sign off of Roles and Responsibilities**

It was agreed this review would be included within the next committee meeting.

It was agreed that the next committee meeting should have a single item agenda to consider the committee's way forward, how members can be more involved and how we can recruit and be more proactive. At this meeting we would start with a 'blank page' scenario with large sheets of paper for ideas and creative thinking. The committee seem to be discussing the same things 'over and over again' and it was questioned why this is and what was stopping PPG development. It was noted that a 'tentative way forward' was through the recent PPG survey that identified some issues. In this way the PPG could identify their 'impact'. Day/time & location of meetings need to be discussed to promote better attendance at meetings. A detailed discussion took place regarding recruitment to the committee and its challenges particularly the process by which members could be invited to join. All current committee members were self – nominated and it was suggested that the committee should call for further nominations and 'just get on with it.' This suggestion was agreed.

#### **Survey results & Feedback for PPG Leaflet**

These were not discussed but held over until a later date. This will mean that no new leaflets will be available for at least a month.

**Next Meeting:** It was agreed that a mutual change of date be found to enable as many members as possible to attend. SM will seek a convenient date.

**Close of meeting was 8.53pm**

Signed: .....*Sandra Matthews*.....

Date: .....September 2024.....



### ACTION LOG

Item	Action	Responsibility	Outcome
	Circulate HWS presentation to committee	SM	asap
	New date for September committee meeting	SM	asap
	<p>Content for September committee meeting to define a clear way forward for committee activities.</p> <p>All committee members to submit ideas</p> <p>a) for the structure of the meeting.</p> <p>b) for the gathering of views and opinions with the object being:-</p> <p>1) that the committee will have arrived at a consensus about 'the way forward' as a team.</p> <p>2) have a plan that can be shared with the wider membership and by which it can be demonstrated that there is progress and a commitment to not starting things that aren't completed.</p>	All	<p>To circulate by email before 12<sup>th</sup> September or one week before a new date if this is achieved.</p>

Approved Copy