



SHP PPG Members' Meeting
Wednesday, 10th May 2023
6:00pm – 7.30pm
Zoom platform only

Minutes of the meeting

PRESENT:

Sandra Matthews (Chair); NS; PA; LW; MM; FW; SW; SM; RM; SK; BC; DC; LU; MD; KF; PC; AS; DA; GC; Anne Devrell (secretary)

APOLOGIES:

Six noted

Acronyms used:

CN = Care Navigator

UHB = University Hospitals Birmingham (our hospital Trust)

1. **SM** welcomed everyone and noted that there were new attendees. She thanked them for making time to join tonight's meeting.
2. **SM** then informed the meeting that a list of seven questions had been submitted from members and forwarded to SHP for answers and/or responses. She had a copy of these responses and would circulate with the minutes due to the length and detail of some replies.

2.1 AD asked whether a brief overview of themes could be shared.

2.2 Themes were around:

- online access for appointments and a range of services
- diabetic screening
- the current Covid vaccine programme
- the new 2023 GP contract and its impact of access and services
- the breakdown of f2f appointments by role

SM added that the response contained a link to NHSE data that would add the detail requested above about appointments carried out by GPs, nurses and other healthcare professionals. This could be used by those members interested in the actual breakdown.

2.3 DC enquired about his question and AD assured him that it had been forwarded to SHP and the response was presented in Question E. He thanked her for this.

2.4 There followed a discussion relating to the Spring Covid booster programme and the difficulty in finding convenient centres if contacted by NHSE. A range of solutions



were offered by those who had experienced this successfully. AS informed the group that Gov.uk has a list of centres to choose from and DC suggested calling 119.

2.5 A further update on access was shared by DA citing the apparent unfairness of patients waiting from 8am to book appointments to find that, at 8.30, when sites opened, appointments were taken up. He challenged whether this was fair to those who couldn't make these times (for a range of valid and practical reasons). This has been an ongoing challenge for all and will be resubmitted to SHP for a more current response.

ACTION: AD to forward this to SHP for a response.

DA also questioned why, when using the telephone option for prescriptions, he was informed that it was only open from 10am – 4.00pm. He illustrated those groups of patients that would be disadvantaged by this arrangement. He suggested that seeking a prescription after 4.00pm through the appointments option adds to another time of high demand... when it didn't need to. Why is the prescription option only open from 10am to 4pm?

ACTION: AD to submit this question to SHP.

LW illustrated the apparent mixed messaging from her own recent experience ie. receiving an October booking for a specific doctor and then being informed she could have it in May by another CN.

ACTION: AD to submit this experience. It may be a training opportunity?

3. Update from PPG AGM

AD provided the commentary for this item reminding members that the purpose of the AGM was to promote involvement by the wider PPG and a stronger sense of collaboration. Key themes arising from the 'Table Talk' element of the AGM rightly provided the priorities for our PPG Plan for 2023.

3.1 The priorities are:

- Improving/Enhancing SHP- PPG communication to improve patient services
- Online access
- Use of social media for PPG promotion and activities
- Informing SHP patients and PPG members of the breadth and impact of a changing Primary Care system locally and nationally
- Establishing health groups
- Establishing a range of workgroups to focus on particular areas of services and patient care and support
- Growing the full PPG
- Extending
- our influence for our patients and local communities.

She explained that progress against these priorities was important in order to demonstrate that the PPG was active and focused... and authentic! She had started



to populate movement within these areas using the calendar of meetings to capture activity every month as well as other actions between these milestones.

There were no questions arising.

ACTION: AD to circulate the PPG Plan 2023 with these minutes.

4. Update from SHP Board meeting

The meeting this month was held on 4 May 2023. SM attended as an observer with AD. Points raised/shared as follows from AD:

- Sharing the date of the PPG meeting on 10 May
- Acknowledged that the PPG submitted questions had been received by SHP and were being worked on and/or distributed to the most appropriate member of staff
- Appreciated that the Communications manager was pursuing a meeting for a small group from the PPG and the 'Call and Recall' team at SHP.
- National PPG awareness week is 31 May – 6 June 2023 . AD was keen that this was recognised as an opportunity for the PPG to promote the group and become more visible. The Communications Officer was also keen for this to happen, supporting a PPG presence on appropriate sites.
- AD and Communications Officer to meet the Birmingham and Solihull Integrated Care Board (BSoL ICB) to share our PPG story and to explore the reinstatement of the former BSoL PPG Forum.
- As a member of the Solihull Patient, Carer and Community Council (PCCC) AD was part of a group from UHB that carried out a 'walk-through' of the proposed new signage for the Urgent Treatment Centre (UTC) currently being installed at Solihull Hospital. It was promising that UHB (and hopefully the ICB) had agreed that patients needed to be involved in this decision making! The service is scheduled to be open in June 2023 and further communications will follow, officially, in due course.
- SM had requested that another GP 'Day in the Life of... be written for inclusion in the PPG Bulletin (at some point). There has already been an article from a GP in 2022 but, with changes in the management and structure of SHP, another input would be useful for patients.

5. Update from the Events groups

SM asked for ideas for future groups based on members' interests and availability. This would add to the groups already in place ie Digital/Events

6. Update from Digital group

With the lead for this group unable attend tonight's meeting, SM explained that the group had made recommendations for the PPG element of SHP website that were being worked on by the Communications Officer and the new Digital Transformation lead at SHP. Recently, the PPG committee had agreed that the minutes from their meetings are also of value to patients as well as the minutes from full PPG meetings



and updates received from SHP in response to patient questions and queries. These will be uploaded as soon as possible once any personal references have been removed.

7. Brief update from last committee meeting and receipt of new questions for the committee

SM confirmed that content from the last committee meeting would be shared to be uploaded to PPG area of SHP website. Other areas arising would be circulated for members on the PPG email account.

8. Items to be included at next committee and members' meeting agendas

SM asked for ideas for agenda items from the wider PPG to be sent to the PPG account so that members' input can be captured. It's important for all patients that as many voices are 'heard' for the benefit of the whole SHP community. DC reiterated that it be made clear that no clinical/personal information be included in these suggestions. DC suggested that having guest speakers might prove fruitful for increasing meeting attendance and adding to patient understanding of wider Primary Care issues. All agreed this was a good suggestion. AD said that she would raise with the ICB officer at her meeting the following day. She also suggested that someone from the UTC group be approached for the same purpose.

ACTION: AD to raise the possibility of an ICB member to speak to our PPG on an agreed/appropriate area. Explore ICB links with a view to securing a speaker.

There followed a range of inputs from attendees in response to SM asking for any other areas for discussion:

- DC asked whether TOR were shared with new joiners. AD responded that this was a great idea she hadn't thought of!
ACTION: AD to add ToR to her confirmation of joining for new members.
- DC also reminded the meeting of his thoughts around the decor of sites and how the PPG could be involved/influence more welcoming environments. He suggested acoustic panels and prints to soften the atmosphere.
- RM wondered whether SHP could be more open about their challenges in their summaries which are very positive. He felt that if the PPG knew where the difficulties are for the practice, the PPG would be more informed and that would add to patients' understanding and perhaps offer opportunities to support and/or interpret for patients.
- BC asked whether a buddy scheme was a possibility at SHP as she had information from other surgeries that this worked well. (see updated questions document for the detail).
- DC asked whether SHP could provide access to water for patients waiting for appointments. **AD to action.**



- JE asked about the possible impact on SHP capacity following the growth in new communities within the scope of the practice. Detail within the attached question document.
- MD asked about the turn - around time for prescriptions. Detail within the attached question document. Need to follow up the question ' What does the interface between SHP and pharmacies look like in terms of prescription handling?'
- DC asked whether staff attend PPG meetings as a matter of procedure in line with PPG documentation. SM responded that staff do attend when requested. Data are shared quarterly by Steve New. Other meetings – by invitation as it's important the PPG has time to develop itself in line with this year's priorities. The development of health groups and meetings with staff from specific services within the organisation will provide opportunities for PPG and patients to engage with staff.
- Other questions arising are captured in the attached questions document.
- These additional questions have been submitted to SHP by SM and she will share their responses as soon as they are returned.

In summary, SM asked whether new attendees had any comments regarding the content of the meeting compared to what they were expecting:

- PC expected more about the aims of the group and its structure

9. The meeting closed at 7.23pm

Date of next members' meeting: 20 July 2023

Location/ Platform to be decided.

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

DATE: ...May 2023.....



ACTION LOG

ITEM	ACTION	RESPONSIBILITY	OUTCOME
2.5	Take DA's question to SHP	SM/AD	Via PPG email account to SHP
2.5	Seek a reason for prescription option open only from 10am – 4.00pm	SM/AD	Via PPG email account to SHP
2.5	LW query regarding appointment messages from staff	SM/AD	Via PPG email account to SHP
3.1	PPG Plan for 2023 to be updated after May meetings	AD	Updated
8	Seek speakers for future meetings	AD	Ongoing
8	Include PPG ToR when sending welcome email to new joiners	AD	With immediate effect.
8.	Water to be readily available at sites for patients	AD	Via PPG email account to SHP