

West Leeds Primary Care Network Patient Participation Group Minutes

Date: Tuesday 29th Sept 2020

Time: 12.30

Venue: via Zoom

Attendance:

Rebecca Overend
Phil Dyson
Adam Stewart (CCG)
Christine Bellwood
Fiona Lines

Alison Stewart
Claire Turnbull (MP)
Alison Fenton (LCP)
Jackie Worthington
Tony Kelly (Leeds City Council)

Cllr Kevin Ritchie
Karen Wood (MP)
Lindsey Welsh (LCP)
Kath Newton

Apologies:

Georgina Long
Ravinder Kullar

Hazel Guilcher
Wendy Walton

Ivor Chadwick

1.	<p><u>Welcome & Introductions</u></p> <p>Representation from Manor Park, Robin Lane, West Leeds Family Practice, The Gables & Hillfoot</p>	
2.	<p><u>Overview & purpose of PCN wide PPG</u></p> <ul style="list-style-type: none"> • WLPCN consists of 7 GP practices in our locality; Bramley, Stanningley, Pudsey, Farsley & Calverley with a combined patient population of around 67k. We work collaboratively to provide patients with enhanced services. • By holding a Network wide PPG we get to hear the voices of patients across the whole Network covering a much larger community footprint. This allows us to tailor our services to meet the patient population's needs. • Rather than discussing practice level complaints, we want to identify the wider issues and challenges our patients face and also the opportunities within our community. 	
3.	<p><u>An update from Adam Stewart (Senior Engagement Officer CGG)</u></p> <ul style="list-style-type: none"> • Pre Covid there was an annual PPG event around October time to celebrate the good work done by PPG's in Leeds. This year there will be a virtual PPG event that will take place on 26th November and will be held on your web browser with a focus on health inequalities. Time to be confirmed, it would be great for people to join. Invite will sent nearer the time. • New funding bid opportunity that can be bid for at a PCN level will hopefully be launched soon. More details to follow. https://www.leedscgg.nhs.uk/get-involved/getting-more-involved/patient-participation-group/ppg-funding/ 	<p>To add to next Network PPG agenda</p>

	<ul style="list-style-type: none"> • PPG Toolkit- feedback suggested that patients may need additional support when joining a PPG and so a PPG toolkit has been created. Adam would appreciate if our members can take a look and provide feedback on his draft before it goes city wide. Please see enclosed. • PPG emails- these will hopefully be coming soon and make communication much easier. We know it can be difficult contacting PM's etc. GDPR to be considered and training would be provided, looking for PPG's to help develop and roll out. • PPG support group meeting 25th November- speak to adam.stewart1@nhs.net for more info • Useful links from Adam Leeds Observatory - https://observatory.leeds.gov.uk/ Fingertips - https://fingertips.phe.org.uk/profile/general-practice GP Practice profile - https://www.gp-patient.co.uk/ NAPP - https://www.napp.org.uk/ CCG Network - https://www.leedsccg.nhs.uk/get-involved/stay-in-touch-stay-informed/join/ General PPG Page - https://www.leedsccg.nhs.uk/get-involved/getting-more-involved/patient-participation-group/ 	 2020_PPG_Toolkit_V1 .2.docx Please read and provide feedback
4.	<p><u>Inclusivity in PPG's- Tony Kelly (Service Delivery Manager from Leeds City Council)</u></p> <ul style="list-style-type: none"> • We have recently done some work on inclusivity and looking at how we can encourage patients from minority backgrounds (BAME) to join PPG's. • We have found it can be a majority voice heard at a PPG but we need to hear everyone's voice to really know our demography and represent all of our community. We need to know what is important to minority groups and encourage all communities to engage, if anyone has any ideas on how we can be more inclusive or hear the seldom heard voices then please share Anthony.Kelly@leeds.gov.uk 	
5.	<p><u>Structure of future meetings & ground rules</u></p> <ul style="list-style-type: none"> • We will initially hold PPG's 3 monthly while we are building momentum, eventually we can look to hold twice yearly with smaller sub groups where needed. Manor Park have previously alternated meeting start times (lunch time/evening) to encourage better attendance and be more accessible for patients however Cllr Ritchie & Karen Wood have not found this has had much benefit. We will look to alternate our meetings to try and reach a younger audience that may be working through the day. • Ideally, we would like the chair to be a PPG member- we want this group to be patient led and to really find out what our patients need in WLPCN. The agenda should be driven by the PPG members. This is an opportunity to share best practice between PPG's and for patients to have a voice at Network level. • Discussion around ground rules- please see document enclosed. 	 WLPCN- Ground Rules for virtual PPG.pdf

6.	<p><u>Terms of Reference</u></p> <ul style="list-style-type: none"> Please see terms of reference enclosed for comment. Please email any comments or recommendations to Rebecca.overend@nhs.net 	 W LPCN- Terms of Reference.pdf
7.	<p><u>An update from PPG members</u></p> <ul style="list-style-type: none"> The general problem that our PPG's are facing is difficulty recruiting members and engaging with practices. The memberships of our PPG's are not particularly representative of our patient population. It has been difficult to recruit and engage with younger people. We could look into a social media account/campaign to recruit a younger member, potentially a newsletter? We could look at a number for people to join a PPG rather than attending surgery? Hopefully Zoom/virtual platforms will attract a younger audience. Suggestion of 'hybrid meeting' where both email, telephone, remote and face to face is an option. Some of the more elderly patients that sit on PPG's are struggling to get online or join a virtual meeting, we can look at 100% Digital Leeds to support these patients https://leedsdigitalinclusion.wordpress.com/ We will send minutes/invites via post for these patients also. 	<p>To discuss how we can boost recruitment- for next agenda</p>
8.	<p><u>Restart and recovery- an update from Alison Stewart (Lead PM WLCN & Hillfoot Practice Manager)</u></p> <ul style="list-style-type: none"> We are moving into winter, which will be a very difficult time for practices and now looking at resuming 'normal' services. Please see NHS England Phase 3 restart and recovery letter sent to practices enclosed. Each day all practices report our current staffing levels via a Sit Rep (situation report) and Opel (Operational Pressures escalation level report to the Leeds Clinical Commissioning Group. They can identify pressure points in order to provide additional support if a practice is struggling to manage due to Covid pressures (staff having to isolate, showing symptoms). On Opel practices can report as green (managing), amber (added pressure and struggling but still managing to run and stay open and red (practice cannot manage or function). We are now finding many more practices reporting amber than previously. Routine tests are now being offered in satellite hospitals such as chapelallerton and Seacroft. GPs are being asked to do additional tests for patients from Hospital Drs, which puts extra pressure on the service. GPs are being encouraged to get advice from the hospital Drs rather than just referring patients – this ensures the most urgent ones get seen in a timely manner. Unfortunately this does increase pressure on the GPs We are more or less back to normal with our long term conditions monitoring – this is proving very hard though as appointment times need to be longer in order that nurse can put on and take off their PPE GPs are seeing patients face to face, but all appointments start off with a phone call to assess the patient prior to coming into the surgery. 	 Restart & Recovery-Phase-3-letter-July-31
9.	<p><u>Next meeting dates</u> Tuesday 8th December 12.30-2pm VIRTUAL</p>	