

PPG Network 2015 Steering Group Report for the AGM

Tony Green

Solihull Clinical Commissioning Group

- Supports the Network by funding the venue & hot drinks, providing secretarial support by Amy Egan, & suggesting or providing speakers when asked.
- Every PPG in a practice registered with the CCG can send up to 3 delegates to the Network's bi-monthly meetings. Any PPG member can add their contact details to the Network's distribution list, even if they don't attend.

The 2015 Steering Group (SG)

- The Network's Terms of reference provide for a 5-person SG to be elected at each AGM & to serve for a year. Each SG member must be from a different PPG. At its first meeting the SG must elect 1 of its members to chair its' and the Network's meetings.
- The 2015 SG members are Andrew Geddes, Tony Green (chair), David Hinsley (deputy chair), Jo Walker and Delia Zeuton. All are unpaid volunteers.

Building on last year...

- Building on the hard pioneering work done by the 2014 SG in difficult circumstances the 2015 SG has been able to change the way the Network operates.

What the SG does

- The SG meets in the intervening months to learn from the previous Network meeting & to plan and organise the next meeting.
- SG members advise the chair, and make decisions either by consensus or by delegating to the chair.
- SG members may volunteer for other duties e.g. prompting delegates to sign in, or issuing name badges to help networking, & retrieving the badges after the meeting.

Health services are a complex jumble of systems, always reeling from change

- So without help most patients, including many who work for the NHS, can't understand more than a few small fractions of it.
- This matters: if we don't understand the availability, scope and limits of health services we won't ask the right questions so may not receive the best treatment.
- The SG runs the Network to provide some of that help.

In 2015

- We organised presentations on 25 health topics by experts & enabled delegates to question & challenge the presenters.
- We sent to everyone on the distribution list copies of the draft minutes & presentations done at the previous meeting, & notice of the agenda for the next meeting.
- We include in each meeting a ten-minute 'Talk with a stranger' break to enable PPGs to learn from each other.

Presentation topics in January 2015

- Cardiac arrest, chest compression & defibrillators
- Elective surgery plans in HEFT hospitals
- Urgent Care plans
- Patient involvement with the CCG
- Roles of the Cabinet Member for Health & Wellbeing

Presentations in March & April 2015

- Dementia
- Dementia Friends
- Pharmacy & Surgery
- Obesity
- Practice Mergers
- Brain Tumours
- Mental health in young people

Presentations in July 2015

- Chronic Obstructive Pulmonary Disease
- The New Care Act
- How Shirley Medical Centre PPG runs
- Public Health in Solihull
- The Better Care Fund

Presentations in September 2015

- The Future of Solihull's Hospitals
- Town Planning & Public Health
- Infusers/syringe drivers/ Northbrook PPG
- What it's like being an SG member
- Public Health evidence

Presentations/events at November 2015 (today)

- Annual General meeting
- Pressure Sores
- How Monkspath PPG runs
- Diabetes basics

We encourage & support individual PPGs

- We only intervene if invited: each PPG is a voluntary body.
- 3 PPGs invited intervention.
- 1 newly-established PPG sought advice on how it could best support patients & the practice.
- A well-established PPG invited Tony to be main speaker at its meeting, on topics ranging from the NHS structure to the options for how PPGs can operate.

Future challenge

- **Gather evidence of the likely effect on attendance of changing the venue &/or time of meetings.** Recent email to all PPG chairs & secretaries told them what the Network does, when it meets, that they can send up to 3, & can add their email addresses to the Network's distribution list & will receive info & be able to give their views on issues including time & venue.

Support any attempt to set up a new PPG where none exists

- Were asked for advice by a practice manager as to how to set up a new PPG & one was formed.
- Tony was invited to meet two practice managers re whether merged practices should have solely a practice-based PPG or continue with several surgery-based PPGs. Advice was to have both.

Find why some PPGs send nobody

- The new SG may need to **gain a better understanding of why some PPGs never send any delegates to Network meetings.**
- Will contact Practice managers to set up contact with the PPG chair & secretary then will visit/email/phone.

Successes #1 of 3: Who came

- Increased attendance (more delegates from more PPGs) at meetings.
- Distinguished guests who came to witness meetings included the CCG's chair, & the Lead partner of GPS Healthcare.
- Speakers have included the CCG's Accountable Officer, plus GPs, senior specialists, directors & councillors, as well as PPG members & chairs.

Successes #2 of 3: Proof of trust

- Proof of trust by the CCG: the Network was invited to nominate 2 delegates to join the CCG's Patient Voice Panel – Jo & Tony were nominated, & now also serve on the CCG's Patient Reference Group on Urgent Care implementation & on the Urgent Care Project Implementation Board. (All are voluntary unpaid roles).

Successes #3 of 3: positive feedback

- “100% better than last year”
- “Love the new format”
- “The difference is amazing”
- “Keep up the good work” &
- “...congratulate you on the change of direction of the (Network) and the effort put into sourcing really interesting people to address the meeting – the change has breathed fresh air into the group”