

THE ELMS – NOTE OF PPG RE-VISIONING EVENT HELD 12 JUNE 2017

Present: Atiya Alam Jones (Practice Manager), Dawn Riley (Deputy Manager), Andrew Paterson (PPG Chair), Grace Marshall (Northgate Village Surgery, Deputy Manager), Ronald Bryant, Sarah Judson, Jayne Muspratt, Tessa Parkin, Patricia Vincent, Elizabeth Hughes, Michael Hemmerdinger, Angsuna Heartfield.

Apologies: John Allan, Wendy Martland, Alistair Tranter.

OUTPUTS OF EXERCISE:

1 What would the PPG look like if it was doing what it needs to do and working well?

- Be more informative
- Promote other help/carers
- Take future into account
- Making certain decisions; putting things in place for the benefit of all
- Values - how do we know what the patients want or need? We are a small selection. We need to know more things if we are to meet their needs.
- Access
- Quality
- Use other charities
- Proportionate
- ‘A heavyweight strategy that aims to deliver long term growth’
- Representative
- Welcome
- Patients and staff working together
- Be re-organized as a benefit by patients/carers
- Feel confident
- Take control
- Be clear about purpose and have a related marketing strategy
- Decide on what they are and focus on priorities
- Identify appropriate measures of success

2 What should be the priority areas of work for the PPG?

Older People	People with Long Term Conditions	Families, Children and Young People	Working Age People	People of Vulnerable Circumstances	Mental Health Challenges
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- Help and support all people. How can we prioritise one group from another?
- Priorities driven by SWOT analysis of practice business plan.
- Older people, people with long term conditions and mental health would be my starting point.
- Independence, patients.
- An aging world.
- For you, the family – all the family.
- Let’s talk about sex.
- First-time Mum.
- Life.
- Their future starts here.
- Real people.
- Let’s talk.

3 What values should underpin the work of the PPG? What is important about the way it goes about its work?

- Honesty, transparency, care and safety.
- Less blame, more solutions.
- Have your say.
- We believe that change is as good as a rest.
- Team intelligence – it's all about the conversation.
- Teamwork.
- A bright smile needs care and up-keep.
- Working together as a team, bringing our own experiences and concerns to the table for the benefit of the medical practice.
- Review the outcomes of the previous constitution/terms of reference.
- The experience.
- How to help your GP.
- Working it out.

4 How should the PPG be organized and run? (Constitution)

- Needs some structure
- People need to have purpose and focus.
- Want to save money without losing quality.
- Clean and clear.
- Having identified the work groups, develop task and finish groups.
- Courage and commitment – that's the crux.
- Have your say.
- A model structure that relates to the business of the practice.

Making sense of exercise and conversation

It was felt that the PPG has a responsibility to inform patients about all known health issues, and that these should be linked to existing expertise where possible e.g. Macmillan. Social media should be used as a main method of communicating but other methods must also be used for those who prefer. This suggests that a comprehensive and catch all communication system is required. Patients should also be confident that they can contact the PPG as well as the practice. This means that communication and the relationship between the PPG and the practice should improve.

It was thought that the PPG could have a more active and effective role in prevention and education. And that the PPG should have to prove the value that it adds as a body.

More organization and order is needed in the PPG – i.e. tasks, structure and objectives. A PPG representative body could meet more frequently and get more done. It was thought there is potential and a need to rebrand the PPG.

Ways forward and proposed next steps

- Update the existing PPG terms of reference (AP and Management Team)
- Create PPG Champions for each of the six patient groups (Volunteers and requests PPG, AP and Management Team)
- Align activity of PPG with Champion roles (Next PPG task)
- Champions produce priorities and objectives as per 2 above (Following PPG task)
- PPG to be comprised of Chair, Champions, Management Team plus willing clinical staff (To be agreed by PPG)
- PPG group to identify shared regular agenda for PPG (To be agreed by PPG)

Andrew Paterson
24 July 2017