

## Sheffield PPG Network feedback

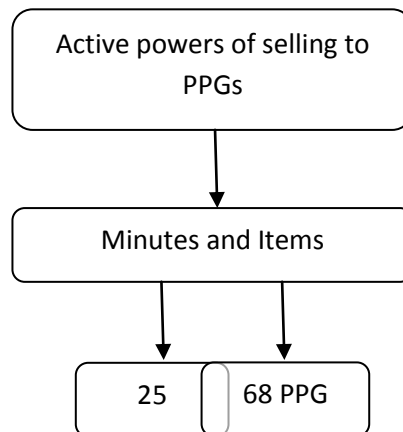
22 March 2018

The following feedback was recorded from flipchart notes made by participants and facilitators, and notes made during plenary discussions.

### PPG Network discussion

- Can get bogged down in individual, personal issues at local PPG
- Network – find out other's views, feedback to PPG - Find out what CCG and PPGs are doing
- Do we have an influence on decisions?
  - Improving purpose messaging to PPGs
  - Top down direction from NHS England
- Timings of PPG network meetings might affect attendance i.e. holiday period
- More diverse during day meeting
- I haven't seen June meeting minutes. Need evidence of sending info out
- Feedback to local PPG
- Important to deliver on agenda items and not cancel them
- What goes on and how it works
- Ideas about PPGs what works - share and best practice
- To meet people from other PPGs and discuss then, as there is not enough people now
- Why people come – greater geography
- Give feedback to CCG
- Influence decisions rather than be asked after the fact
- To be there at the beginning
- Description on what things mean - hierarchical diagram
- Background information at every PPG network

- Find out about people with money and plan and influence things



- Practice Changes - Opportunity for PPG to reboot
- Pick up items from this network
- Compare and elicit best practice
- See wider issues NHS – be informed respond
- Make PPG views known to CCG – becomes informed
- How does the CCG get to know burning issues? PPGs need to feedback – we're not good at feeding back. We need to feedback at the next Network meeting
- Feedback to local PPG
- Input into this meeting
- Increase personal understanding
- Feedback from Governing Body & Primary Care Commissioning Committee into PPG network
- Feedback to all PPGs including those that don't attend
- Issue with receiving feedback
- CCG Governing Body reports with influence from PPG network should be shared
- Small practices don't talk to each other. PPG Network important to finding out what others are doing.

- Send out email feedback
- Simple chart about key priorities with timeline
- Include PPGs on Involve Me
- Why do we come to the PPG network?
  - Members of PPGs
  - Cover interesting topics
  - Get ideas and compose notes
  - What is happening in in the city?
  - Give feedback
  - Best practice
- Heating in the evening appears to be turned off
- Hand dryer in the toilets

## Urgent Care

- Send web links for Urgent Care report to PPG network – (ACTIONED [www.sheffieldccg.nhs.uk/get-involved/22-march-2018.htm](http://www.sheffieldccg.nhs.uk/get-involved/22-march-2018.htm))
- Use of language – I wonder whether the public have the same understanding as to what urgent care is
- To be cold called is very different to filling out a paper survey; the responses should be treated differently as such. People spent a lot of time and thought into submissions.
- Neighbourhoods not working in Porter Valley. Couldn't get an appointment. Had to try to get an appointment at Crooks.
- Telephone survey should have asked the same questions. Not right or left.
- NHS too complicated. I don't know if I've gone the right way or the wrong way.
- Practicality of Northern General Hospital. I was there over December. There were people waiting 8 hours.
- Due to Conflict of Interest arrangements, only 7 members will end up voting on these decisions.

## Transforming Primary Care - General Practice Forward View

- Annotate the slides so it can be shared with PPGs network – (ACTIONED [www.sheffieldccg.nhs.uk/get-involved/22-march-2018.htm](http://www.sheffieldccg.nhs.uk/get-involved/22-march-2018.htm) )
- Personal care from the GP
- 10 minutes for each problem doesn't support this
- WiFi – sharing broadband or new infrastructure. Don't want to see GP broadband slowed down at expense of patient use
- Neighbourhood multidisciplinary teams –
  - GP centered
  - 50p per patient – is it more than a tick box? What about those that aren't setting up Multi-Disciplinary Teams?
- You tube link sent to PPG network – (ACTIONED [www.sheffieldccg.nhs.uk/get-involved/22-march-2018.htm](http://www.sheffieldccg.nhs.uk/get-involved/22-march-2018.htm))
- Think about those that make appointments online. Are they bypassing the service?
- At Chapelgreen we have seen reduced waiting times to see a GP
- How are patients finding out about this? Why should a receptionist decide who I see?
- Do you recognise that those people who would most benefit from these things might not use technology? 21<sup>st</sup> century approach.
- Is there scope for PPGs to work together in neighbourhoods?
- I emailed 81 surgeries last June, but only received replies from 14
  - Depends who you send it to and how practice is set up

The following feedback was received from a survey that attendees were asked to complete following the group discussions about the PPG Network.

### **Question 1 Feedback**

#### **How have previous topics from the PPG Network fed into your local PPGs?**

- Hardly at all, CCG needs to send reports/notes from the each meeting
- PPG members who attended the Network meetings speaking about it at their PPG
- Topics are feedback via the PPG meeting
- Feedback always provided to PPG
- Through our PPG Chair, this is my first meeting to I have not previously been involved in the PPG Network
- 2 committee members attended CCG and feedback to PPG
- By circulating notes and providing web-links. Standing agenda items for each meeting
- N/A
- Discussed at local PPG, led by representative who attended
- First in a year
- Not very easily. Can put items on agenda but neither practice manager nor attending partner give them much weight
- I have no idea: All they seem to be doing is trying to use some online/ digital literacy money
- At the following PPG meeting (local)
- Some useful but not always acted upon in our group
- Representative has fed back on discussion topics

## Question 2 Feedback

### What are your expectations of the PPG network?

- Sharing information and discussing
- Dissemination of best practice across Sheffield
- We would like to encourage more PPG membership and more participation
- Develop a collective voice
- To enable PPGs to influence from the outset changes in healthcare practice in the city
- To liaise and exchange information to the benefit of all, e.g. 'best practice'
- To inform us of current thinking / proposals and allowing is the opportunity to feedback
- Collaborative work to clinical services in development as well as implementation
- Not sure yet, my first visit
- None- didn't know in advance what would be covered
- An embryonic network of patients actively interested in the NHs locally and citywide
- Learn and contribute ideas of information
- Learn from other network members
- 'Good to talk' we all have the same problems, not all complex issues
- Sharing good practice. Discuss important topics surface recommendations to go to CCG

### **Question 3 Feedback**

#### **What do you want the Network to achieve?**

- Learning about developments and plans
- At least one person from each PPG attending the Network meetings and every practice operating at PPG
- We would like to improve the experience of patient at the same time support the practice staff
- Influence discussions
- Increased understanding between CCG/PPGs and patients when decision making – an increased shared understanding
- Interaction PPG to PPG and PPG to CCG
- PPG members input feedback in decision making
- Influence change for the better
- Knowledge of what other centres do and how they do it
- Exchange of ideas/problems from different PPGs. Address issues wider than local PPG – e.g. STP, ACO, Reorganisation/ NHS cuts
- Learning, support and influence
- Defend our NHS
- Information that is relevant
- The need to make a 'real' difference by using the information passed on from the sessions
- Act as a strong voice and commentator on initiatives and executive decisions



## Question 4 Feedback

### What topics will be helpful to discuss over the next year?

- With DNAs, maybe people can't get through on the phone to cancel
- Areas which are 'operational' are outside the scope of PPGs who then almost inevitably are forced to talk principally
- Updates on topics such as the urgent care, care navigation and the influence of the DNA man
- Updates/ involvement in all changes being proposed/recommended
- Ongoing urgent care proposals essential
- Patient information systems. Feedback on care navigations
- How the new initiatives e.g. Hubs/neighbourhoods initiatives are working in practice
- Access to appropriate care. Collaboration with all stakeholders
- Future of local GP surgeries. Urgent care services
- Role of the PPG in 1) practice 2) neighbourhoods. Expert patients
- Going beyond health care to health promotion, self-help groups etc.
- How to encourage more people to get involved
- How our input is used and the need for feedback to see its working
- Too soon for me to know
- Suggest that you send a list of possible topics to local press and invite comment/talking?

## Question 5 Feedback

### Please share any other comments about this event or the PPG Network

- I think my GP practice is reluctant to change in some areas – don't know if this is general. Why can't patients email the practice re routine/mundane/ non-private issues for example
- Shame that numbers seem to be diminishing
- The meetings are very informative and well done
- Timing. As a diabetic the timing of these meetings cause me problems in terms of evening meal
- My first meeting – too soon for comment
- Bring back the microphone
- I would just like to say thank you for providing this forum to allow PPG members to contribute and for you to update is on future thinking
- It would be helpful if all PPGs could know of others existence
- More training for Mark Gamsu on chairing / leading meetings. Or be more realistic on agendas and timings. The meeting did progress as the evening progressed.
- Quite interesting and many points covered. Took notes to take back to my PPG
- Would like to have at least one session where we are grouped geographically
- More time for networking rather than information overload
- Good 2 hour information transfer
- Enjoyed the input from all concerned
- Frustrating that some decision items were curtailed through lack of time