

ASHGROVE GROUP

Patient Participation Group (PPG)

Actions

Friday 25th October 2019

2pm – 3.30pm

Discussion was held at the start of the meeting about what the aim of a PPG for Ashgrove Group should be. A number of key points were made.

- An aim of the PPG should be to facilitate improved communications from the practice to and from patients. This was an important point for both patient representatives at the meeting and for the practice staff.
- A partnership approach was felt to be key to its success.
- Practice staff expressed that they were keen to improve communication with patients and saw a PPG as having a key role within this process. They said that they would hope to receive feedback from the PPG if things were not working but also if things were working well. It was noted that the practice had undergone a lot of changes recently and they were keen to get feedback from patients on how the changes were for them.

A document (NHS Lincolnshire East, Clinical commissioning Group) was shared with the group. The aim of this was to highlight a number of key actions that needed to be taken when setting up a PPG.

JW noted that one of the first tasks of the group should be to agree their Terms of Reference. This is important to ensure a shared understanding of roles and responsibilities and give a sound foundation.

Action: JW to send example Terms of Reference to PS for sharing with the group

One of the patient representatives expressed dissatisfaction about the term, Patient Participation Group and felt that there might be a better term that could be adopted. It was noted that care with language was important so that this did not put people off participating.

JW noted that the Howden Medical Group in Livingston put out a joint newsletter with their PPG. The PPG supported the practice to get information out into the community about how improvements are working.

It was noted that the patient representatives present at the meeting had a good range of community links through other activities that they were involved in. It was expressed by one of them that it would be good for the wider community to develop understanding of the processes and what impacts there are on the practice.

JW said that it is generally recommended for a PPG to have a patient Chair. If anyone is willing to take this on they should indicate this to PS. An example of the role of the Chair was shared with the group.

Action: Anyone interested in taking on the role of Chair to indicate this to PS.

Discussion was held about what is the most effective size for a group. JW suggested that from her experience anything from 3-4 to 12 people regularly attending meetings was the optimum, but with the proviso that there was input from the wider patient population that might not be able to attend regular meetings. It was recognised by those present the need to have an alternative way for people to feed in to the group even if they were not able to attend regularly.

It was highlighted that it is not the role for the PPG to take on individual complaints and this needs to be made clear to anyone contacting or participating in the PPG.

Discussion was held about how best to promote the PPG. It was recognised that a lot of people would not have seen the leaflets that had been placed within the practice. The patient representatives present felt that the leaflet that had been produced was suitable but it could be shared more widely. Suggested places were at the library, in other parts of the Partnership Centre where people are waiting, the Family Centre and in schools. The practice windows were also noted as a good way to share a message. It was also suggested that it could be promoted through other Blackburn social media channels.

JW advised that Scottish Health Council would be willing to provide support and assistance for the PPG as it gets established for the next few meetings and could provide examples of good practice gathered from across Scotland but the expectation was that future support would come from the practice and within the group. The Terms of Reference can also include information on what the practice will provide. The practice representatives present said that they were happy to support the PPG at the moment but would need to reflect on what was an appropriate level of support on an ongoing basis.

It was suggested that having Health Visitors attend the PPG would be a good move as they have good links with younger people in the practice.

Action: PS to discuss with Health Visitors with the view to inviting them to future meetings of the PPG.

Date of next meeting: 29 November 2019 at 10am to be between the patient representatives and PS. Scottish Health Council will also attend the meeting. It was noted that having meetings at different times may help in enabling others to attend.