

Patient Participation Groups

Action Plan - August 2017

Background

On 26 April 2017, North Staffordshire and Stoke-on-Trent Clinical Commissioning Groups (CCGs) held a Community Conversation for Patient Participation Groups (PPGs) which was attended by over 80 people. There were conversations about the future challenges facing GP practices and the role of PPGs, what works well and how PPGs could be better supported.

All PPG Chairs were then invited to take part in a workshop on Wednesday 7 June 2017 to review all the feedback from the Community Conversation to develop recommendations and priorities for PPGs and the CCGs. 13 representatives from PPGs attended the workshop and considered the feedback in two themes:-

- What PPGs could do differently and
- What the CCGs could do to support PPGs.

The group voted for their top three priorities from all of the suggestions, which formed the recommendations set out below for both the CCG and for PPGs.

Key to abbreviations used below:

AC - Anna Collins – Head of Communications and Engagement

DN – Deborah Neal – Senior Communications & Engagement Manager

MA – Maria Anderson - Communications & Engagement Specialist

JB – Julie Beevor – Communications and Engagement Officer

MS – Melanie Stoddard – Personal Assistant to Anna Collins

SLA – Service Level Agreement

Recommendations and proposed actions

Recommendations for CCGs

Recommendations	Actions / Update	Timeline	Owner
Develop a password protected area on the CCGs websites to use to communicate updates / events etc.	<ul style="list-style-type: none">• Meeting organised with website team and PPG Chairs for 7/9/17	To be completed by 27/10/17	DN

<p>Provide / help PPGs to develop a proactive package for recruitment of new members for online and face to face engagement</p>	<ul style="list-style-type: none"> • Provide a toolkit of information for PPGs to use • Post the toolkit on the password protected areas of the websites 	<p>To be completed by 2/10/17</p> <p>31/10/17</p>	<p>DN/MA</p> <p>MA</p>
<p>Develop a two way communication system</p>	<ul style="list-style-type: none"> • Set up generic email address to be used by the CCGs and PPGs to contact each other (n.b.may be issues setting up a shared generic email address as different IT systems being used by CCGs and CSU) 	<p>15/9/17</p>	<p>DN/MA</p>
<p>Produce a 'locality' newsletter which PPGs would distribute – funded by CCG / practice</p>	<ul style="list-style-type: none"> • Liaise with PPG Chairs to provide local content for PPG spotlight section of the Public Members Newsletter. Content to include highlights of work done / issues explored and themes from meetings. • Publish the newsletter online and link to PPG /Practice Facebook pages • Email the newsletter to all PPGs to share with members (if not already receiving by email) 	<p>9/17</p> <p>Every month/ ongoing</p> <p>Every month/ ongoing</p>	<p>JB</p> <p>MA</p> <p>MA</p> <p>MA</p>
<p>Keep PPGs up to date with changes and jargon</p>	<ul style="list-style-type: none"> • Include this information in the monthly newsletter 	<p>Every month/ ongoing</p>	<p>DN/MA</p>
<p>Promote common interest and provide speakers to attend events</p>	<ul style="list-style-type: none"> • Provide speakers to events about CCG initiatives of interest to PPGs • Respond to requests for speakers received via the generic email address 	<p>Monthly</p> <p>As needed</p>	<p>AC/DN</p> <p>DN/JB</p>
<p>Facilitate contact between PPGs through a register</p>	<ul style="list-style-type: none"> • Contact all PPGs chairs/members to seek their permission to share their email addresses with other PPGs • Post the list of PPG contacts onto the password-protected PPG area of the websites 	<p>By 27/10/17</p> <p>13/11/17</p>	<p>JB</p> <p>JB</p>

<p>CCG to circulate Patient Congress One Page Summary to every PPG to keep them in the loop and provide an opportunity for PPGs to feedback / input</p>	<ul style="list-style-type: none"> Summaries to be posted on the CCGs' websites and referred to in the monthly newsletter 	<p>After each Patient Congress meeting</p>	<p>MS/MA</p>
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Recommendations for PPGs

Recommendations	Actions / Update	Timeline	Owner
<p>Link up PPG Chairs with their locality to work together</p>	<ul style="list-style-type: none"> Encourage all PPG members to contact the CCG generic PPG email address to give permission to share their email addresses with all other PPGs 	<p>By 20/10/17</p>	<p>All PPG Chairs/ PPG members</p>
<p>Support CCG with objectives to drive community engagement</p>	<ul style="list-style-type: none"> Discuss and plan to support CCG led campaigns within local GP practice and local communities such as care navigation, health literacy, social prescribing 	<p>Ongoing</p>	<p>AC with all PPG Chairs</p>
<p>Share experiences, achievements, focus with other PPGs</p>	<ul style="list-style-type: none"> Send in any information for sharing to generic CCG email address for inclusion in the monthly newsletter 	<p>Ongoing</p>	<p>All PPG Chairs</p>
<p>Focus on events held outside of PPG meetings and work with other PPGs to develop joint events and initiatives</p>	<ul style="list-style-type: none"> Look out for local opportunities to build PPG membership and promote CCG led campaigns Work with neighbouring PPGs when appropriate to share organising events or attendance at events 	<p>Ongoing</p>	<p>All PPG Chairs</p>
<p>Play an active role in providing feedback to CCGs</p>	<ul style="list-style-type: none"> Provide information to generic CCG email address 	<p>Ongoing</p>	<p>All PPG Chairs</p>
<p>Share best practice for social media and agree SLA</p>	<ul style="list-style-type: none"> If appropriate, when generating content for PPG social media, share with all PPGs via PPG register Provide social media toolkit 	<p>Ongoing 2/10/17</p>	<p>All PPG Chairs MA</p>