

Patient Participation Groups

Action Plan – Updated 31 January 2018

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	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	Complete: Website launched & PPGs informed via Your Voice newsletter to PPG Chairs for their members 7/12/17. As at 20/1/18, 51 PPG	DN/M A/JB

		members signed up.	
Provide / help PPGs to develop a proactive package for recruitment of new members for online and face to face engagement	<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 	Complete/ Ongoing: Toolkits available on PPG area of website from 6/11/17	MA JB
Develop a two way communication system	<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) 	Completed: Set up 6/11/17 and promoted via Your Voice newsletter	JB
Produce a 'locality' newsletter which PPGs would distribute – funded by CCG / practice	<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) 	Completed/ongoing Completed/ongoing: Instead of sharing the public membership newsletter, a bespoke Your Voice newsletter for PPGs is now produced (first issue on 4/10/17) and issued when we have relevant information to share. It is sent to all PPG Chairs for onward distribution to their PPG members.	JB JB
Keep PPGs up to date with changes and jargon	<ul style="list-style-type: none"> • Include this information in the monthly newsletter 	Ongoing: Will be included on PPG area of website and in Your Voice when appropriate	JB
Promote common interest and provide speakers to attend events	<ul style="list-style-type: none"> • Provide speakers to events about CCG initiatives of interest to PPGs 	Completed/ongoing: List of speakers added to PPG area of website and will be updated as needed.	AC/D N/ JB

	<ul style="list-style-type: none"> Respond to requests for speakers received via the generic email address 	Ongoing: Provide PPGs with contact details of speakers via website.	JB
Facilitate contact between PPGs through a register	<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 	Completed/ ongoing: All asked for permission to share email addresses and reminders in Your Voice. As at 30/1/18, 45 have given permission to share their email addresses.	JB JB
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	<ul style="list-style-type: none"> Summaries to be posted on the CCGs' websites and referred to in the monthly newsletter 	Completed/ongoing: After each Patient Congress meeting, the summary link is added to the PPG area of the website	MS/J B

Recommendations for PPGs

Recommendations	Actions	Update	Owner
Link up PPG Chairs with their locality to work together	<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 	By 20/10/17	All PPG Chairs/ PPG members
Support CCG with objectives to drive community engagement	<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 	Ongoing	AC with all PPG Chairs
Share experiences, achievements, focus with other PPGs	<ul style="list-style-type: none"> Send in any information for sharing to generic CCG email address for inclusion in the monthly newsletter 	Ongoing	All PPG Chairs
Focus on events held outside of	<ul style="list-style-type: none"> Look out for local opportunities to 	Ongoing	All PPG

PPG meetings and work with other PPGs to develop joint events and initiatives	build PPG membership and promote CCG led campaigns <ul style="list-style-type: none"> • Work with neighbouring PPGs when appropriate to share organising events or attendance at events 		Chairs
Play an active role in providing feedback to CCGs	<ul style="list-style-type: none"> • Provide information to generic CCG email address 	Ongoing	All PPG Chairs
Share best practice for social media and agree SLA	<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 	Ongoing Completed/ ongoing: Social media toolkit added to PPG website area	All PPG Chairs JB