

## PPG Network Meeting Notes

Date: 19 September 2018

6pm – 8pm

336 Brixton Road, SW9 7AA



### Present:

PPG representatives from Brixton Hill, Clapham Park, Dr Masterton, Edith Cavell, Herne Hill Group, Hurley, Knights Hill, Paxton Green, Springfield, Stockwell, Streatham Common, Streatham Place, Valley Road & Vassall.

Patient attendees from Hetherington Group Practice, South Lambeth Road, Streatham Hill & Vauxhall.

### Apologies:

From representatives from Clapham Family, The Exchange, Herne Hill Road, Palace Road, Riverside & The Vale

Meeting commenced at 6.10pm, opened by Nicola Kingston (LPPGN Co-Vice Chair)

1.	<p><b>Welcome</b></p> <p>Nicola Kingston welcomed attendees. There were three new members attending for the first time.</p> <p>Cheryl Alfred (LPPGN Communication &amp; Operations Officer) gave the network update:</p> <ul style="list-style-type: none"><li>● Reminder of funding opportunity from the London Community Fund. Deadline for applications is 26 October. A community workshop is taking place on 20<sup>th</sup> September at Streatham Baptist Church, 6.30pm – 8.30pm to talk to the funders about possible project ideas. Network is happy to support PPGs in applying and hosting the funding.</li><li>● Mind &amp; Body workshop took place on 5<sup>th</sup> September with 11 PPG representatives attending. The session was led run by the South London and Maudsley (SLaM) Mind &amp; Body programme team. The Network is discussing a possible borough-wide campaign of awareness raising and training. Details will follow a plan is developed.</li><li>● Open Door event at 336 Brixton Road, Thursday, 27 September, 10am – 3pm. Organisations based at 336 will be running stalls to showcase their work. There will be a range of activities, talks and networking opportunities. Lambeth Cllr, Lib Peck will be giving an address at 1pm. The Network will have a stall and members were encouraged to come along to support and see the range of organisations operating from the building.</li></ul>
2.	<p><b>What is a PPG?</b></p> <p>Presentations by Streatham Common PPG and Valley Road PPG on how their PPG is organised and what a PPG means to them.</p>

- Jenni Rodgers, Chair of Streatham Common PPG ([presentation notes](#))

The group follows a 2011 formula of what a PPG is. They hold meetings every month, with an agenda where a detailed report from the practice, chair's report and time for members to share news and network are regular items. All meeting minutes are put on the practice website; the PPG noticeboard and emailed to patients.

The PPG has worked with the practice to introduce a triage system, extended hours and address Did Not Attend (DNAs). The PPG received an outstanding CQC rating and regularly host coffee mornings and health information talks in conjunction with Dr Masterton PPG. The PPG regularly seeks patient views and there is openness in communication with the practice. The meetings focus on non-medical issues and all communication to patients is in plain English and with easy read versions available. Their success is down in part to having regular meetings and raising the profile of the group.

- Suzy Lamont – Co Chair, Valley Road PPG ([presentation notes](#))

group developed out of a previous patient reference group. There are eight core members on the steering group, a Terms of Reference, who meet six times a year. The PPG is a co-owned partnership between the patients and practice. Clinicians attend meetings, chaired by the patient lead. Meetings include updates and issues raised by staff and patients, where realistic goals and solutions are sought together. Minutes are posted on the practice website. The PPG has a page on the practice website, a noticeboard, suggestion box and produces a newsletter.

In 2016, the PPG ran a project to increase the number of patients registering for online access services. Open registration sessions, supported by the practice, where PPG members were on hand with laptops and tablets to help patients register. There was a 10% increase in the registration numbers as a result.

They have held a Christmas party event for vulnerable patients, identified by the practice. PPG members attend network-wide meetings and training and they use member's skills for IT support and producing the newsletter. They regularly have open meetings and information fairs and successfully applied for external funding to run weekly chair exercise classes, where clinical staff are seeing improvement in the mobility of those who attend and a decrease in the number of times these patients now come to the practice.

#### **Table discussion feedback**

Main comments (click [here](#) for collated feedback):

#### What is a PPG?

- Needs strong leadership, working in partnership with the practice
- Needs to have a clear idea of its purpose
- It can be beneficial to the practice
- Able to share best practice and learn from others
- Be able to identify what "good" looks like

### 3. **Motivating Patients to join a PPG**

Presentation by Herne Hill Group Practice PPG on how they encourage patients to join and stay involved.

- Melanie Francis, Chair

Groups need to work in partnership with the practice. Having a good Practice Manger has been key to the groups' success, alongside having motivated patients. It is important to utilise member's skills and backgrounds and motivate people by doing things differently. Thought has gone into how the group communicate with patients in a variety of ways and being flexible when arranging meetings and events so that the wider patient population can participate and get involved. It is important to promote the group. Having a virtual network, like a blog can be more interactive and get people involved in a different way.

Having a strong core group is key. All PPG meetings are minuted. The Practice can help by endorsing the group and having clinicians involved is important.

There are challenges to motivating people to join PPGs and it is a common problem for many groups. PPGs have to believe in what they do and understand their purpose in order to 'sell' it to others – you need to find the 'hook'. How is having a group making a difference? Why is it relevant to the individual? What messages are you giving and how can people get involved?

#### **Table discussion Feedback**

Main comments (click [here](#) for collated feedback)

- Do activities/events that get results and are focused
- Be a presence in the practice
- Be flexible with meeting times
- GPs can help promote and motivate the PPG
- PPGs need to appeal to people and need to make them feel welcome
- Think about targeting a particular group or cohort of patients

### 4. **Working in partnership with the practice**

Presentation by Paxton Green Group Practice PPG on how they work in partnership with their practice.

- Helen Bristow, Chair

This very large practice has a young multicultural population. The group came about from the patient reference group, with the practice suggesting that the group be patient-led. Developing and cultivating the relationship with the practice has been a long process as changing cultures and overcoming constraints and barriers takes time. The membership are self-motivated volunteers with an agreed end goal.

The steering group focused on building the relationship with senior clinicians who attend PPG meetings. The practice listens to the issues raised and supports events. A major challenge for the PPG is recognising the practice

workloads and the realistic support they can give to the group. It is important to celebrate successes with the practice.

**able discussion feedback**

Main comments (click [here](#) for collaged feedback)

- There needs to be patient and staff involvement in recruiting members to the group
- Pair practices/PPGs for peer support
- Find solutions together
- Practices need to know the limitations and parameters in which PPGs operate
- Have firm start to building the relationship

**General comments**

Keep motivation high and share the learning.

Know where the PPG is now and where it wants to get to – set goals

Meeting closed at 8.05pm