

**Richmond Clinical Commissioning Group  
Primary Care Commissioning Committee in public**

**Date** Tuesday, 05 February 2019

<b>Document Title</b>	Patient participation group (PPG) network highlights report	
<b>Lead Director (Name and Role)</b>	Vicki Harvey-Piper, Director of Corporate Affairs & Governance	
<b>Clinical Sponsor (Name and Role)</b>	Graham Lewis, Chair	
<b>Author(s) (Name and Role)</b>	Rachael Swan, Engagement Coordinator	
<b>Agenda Item No.</b>	4.1	<b>Attachment No.</b> M

<b>Purpose (Tick as Required)</b>	Approve <input type="checkbox"/>	Discuss <input checked="" type="checkbox"/>	Note <input checked="" type="checkbox"/>
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**Executive Summary**

**Background:**

To support patient and public voice in the CCG's governance arrangements, it was agreed that the PPG network would be represented on the PCCC to ensure a range of views in its decision making. The PPG network representative also presents this highlights report.

**Purpose:**

This report is a standing item at the PCCC to provide an overview of discussions at the November PPG network to inform the committee's work.

**Reason for Committee Review:** For information and discussion

Nine practices were represented at the meeting.

**1. Connecting Your Care**

Sheryl Yearwood (Interoperability Project Manager, Kingston & Richmond CCGs) and Clare Clements (Senior Information Governance Compliance Lead, NEL CSU) presented on the Connecting Your Care project. Members raised the following:

- The need for healthcare professionals using system to keep patient records updated.
- Asked if Teddington Memorial Hospital, West Middlesex University Hospital and community pharmacists will be included. It was noted that West Middlesex will be included in first two phases. Community pharmacists are not currently included but could be in the future. Teddington Memorial Hospital is part of the local community provider Hounslow & Richmond Community Healthcare which is included.

- Can patients opt out and can they opt back in? Patients will be able to opt-out in writing or by telephone. Patients can opt back in if they choose so. It was clarified that patients cannot restrict what data is shared.
- Will all GP practice staff have access to the system? Staff access will be decided by the GP practice. It was confirmed that the system will leave an audit trail to monitor access.
- Asked whether the privacy notice has been reviewed by patients to ensure it is in plain English. It was confirmed that it had been reviewed by patient groups in Merton and Wandsworth.
- Asked what monitoring and evaluation is in place. It was confirmed that feedback will be gathered from clinicians to evaluate the effectiveness of implementation.

### **Opportunities for PPG representatives**

- PPGs could support their GP practice to promote Connecting Your Care.
- PPG could view a 'dummy version' of system which will be used as part of practice training. PPGs to raise this with their practice.

### **Action for PPG network:**

- Update on Connecting Your Care to PPG network in 12 months' time.

### **2. Local health and care plan**

PPG representatives received an overview on the local health and care plan and the Richmond event which took place on 19 November. PPG representatives raised the following:

- Whether issues such as air pollution and bed-blocking would be addressed in the plan.
- How implementation would be financed and the need for initiatives to be tangible.
- Difficulty understanding how current projects (e.g. Kingston Hospital's outpatient's transformation project) are connected to the local plan.

This feedback has been shared with the local health & care plan lead.

### **3. Winter Champions**

PPG representatives were updated on South West London's winter champions programme where CCG staff volunteer with local community groups to share winter messages.

Some PPG representatives suggested they could help share winter messages in their practice or newsletter.

### **4. Information sharing with PPGs**

**Parkshot** continues to push for GP and nurse qualifications and areas of interest to be published on practice website. Asked for PPG representatives to support this at their practice by encouraging to do the same.

**York Medical Practice** produced latest newsletter and planning an event for patients with long term conditions.

**Hampton Wick Surgery** running a patient survey informed by results from the NHS national patient survey. PPG signed up three new members from recent patient information event on diabetes – seems to be a good platform for recruitment.

**Sheen Lane** encouraging patients to join and receptionists are helping to promote PPG to patients.

**Cross Deep** currently 17 people on PPG with between 10-13 attending meetings. Practice has a bulletin which has been used to promote PPG.

**Acorn practice** as part of its young carers strategy which includes flagging a young carer on patient record. Highlighted difficulty in receiving support from practice for this project. CCG offered to hold separate session to discuss identification of carers with those interested.

**Hampton Medical Practice** running an event this week on keeping healthy and active in later life. Will report back at next meeting.

**Park Road** practice has identified a site for relocating the practice which will be going to appeal July 2019.

### **General**

Members raised ongoing issue of recruiting new members to PPGs. Agreed to follow up through practice manager's forums.

Following the November network meeting, members are keen to hear back from Richmond GP Alliance (RGPA) about how it will work with PPGs and if locality working can support this.

### **5. PPG representation at PCCC**

The network is continuing to identify another network member to work alongside Bonnie Green and Maggie Ennis representing the network at the PCCC.

There was some feedback from PPG representatives about the roles, responsibilities and effectiveness of PPG network representation at the PCCC. It was agreed to identify an approach for reviewing this. Will be taken up at the next network meeting.

**Key Issues:**

List key points in the document that the Committee need to be aware of (Max 5):

1. Note and if necessary respond to the issues raised by the PPG network regarding Connecting Your Care
2. Feedback from network the effectiveness of PPG network representation at PCCC.
3. PPG network keen to understand RGPA's approach to working with PPGs.

**Conflicts of Interest:** None

**Mitigations:**

None

**Recommendation:**

The Committee is asked to:

- note the contents of the report and respond and/or agree actions as required.
- respond to feedback about the role, responsibilities and effectiveness of PPG network representation at PCCC.

**Corporate Objectives**

This document will impact on the following CCG Objectives:

- Enable local people, patients, carers and stakeholders to have greater influence on the services we commission and keep the patient voice at the centre of what we do.

**Risks**

This document links to the following CCG risks:

Failure to deliver effective patient and public engagement (PPE)

**Mitigations**

Actions taken to reduce any risks identified:

This report and PPG network representation at the PCCC.

**Financial/Resource/  
QIPP Implications**

N/A

**Has an Equality Impact Assessment (EIA) been completed?**

An EIA is not required for this report. However, in developing a PPE approach to primary care commissioning due regard has been taken for those groups who face specific barriers to participation in GP services commissioning and how the CCG will consider these groups when undertaking engagement.

<b>Are there any known implications for equalities? If so, what are the mitigations?</b>	N/A.
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<b>Patient and Public Engagement and Communication</b>	This report is a PPE initiative and is produced with PPG representatives.
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<b>Previous Committees/ Groups</b> Enter any Committees/ Groups at which this document has been previously considered:	Committee/Group Name:	Date Discussed:	Outcome:
	PPG Network	Tuesday, 08 January 2019	This report provides a summary of the PPG network meeting.

<b>Supporting Documents</b>	None.
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