

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

<b>Date</b>	Tuesday, 06 August 2019
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<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, Bonnie Green, PPG representative		
<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 June PPG network to inform the committee's work.

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

Nine practices were represented at the meeting.

**Moving Forward Together in south west London**  
 Tonia Michaelides, Managing Director for Kingston & Richmond CCGs, attended the meeting to provide an overview on the proposals move to one CCG across south west London. PPG representatives raised the following:

- Clarification on how a one system approach rather than commissioner/provider split would work – particularly in terms of procurement.
- Whether decision-making would remain local and how finances would be delegated.
- Questioned how CCG will make 20% reduction in management costs across south west London and the potential impact on staff.
- What the financial governance/decision making structure would look like. TM will provide an update to the PPG network later this year.

- It was clarified that community services would be involved via working with Primary Care Networks (PCNs).
- Need to improve recruitment of PPGs – it was noted development of PCNs could help address this issue.
- Request for an infographic which explains governance structure for one CCG and links with PCNs.

### **PCCC**

Feedback from the last PCCC meeting was presented. Members questioned why there is a low uptake of DoctorLink in Richmond practices.

PPG representation at PCCC meetings was highlighted. It was noted that CCG will be reviewing the opportunities for patient voice in primary care and programmes of work.

### **Information sharing with PPGs**

**Parkshot Practice** following merge, PPG provided positive feedback after meeting with Richmond Green practice PPG group. Will be raising awareness on advance directives (living wills) to inform patients to share this with their GP.

PPG is also exploring identification of carers in practice and is encouraging carers to complete a registration form.

**Sheen Lane** PPG ran an information event on antibiotic resistance in May. Practice GP and senior nurse from Kingston Hospital talked at the event which around 20 people attended.

**Park Road** PPG at practice is gathering information on local health and care services to help signpost patients.

**Cross Deep Surgery** highlighted that practice support group for diabetes is now running.

**Broad Lane** patients can now book same day appointments online and by telephone. Analysis of Do Not Attends (DNAs) revealed that 25% are patients who made a same day appointment and 18% are made 24-48 hours before their appointment. Practice has started thanking patients who turn up for their appointment in practice newsletter to help address issue. TM commented that it would be interesting for practice to identify whether DNAs attended A&E instead but failed to cancel appointment – practice can track this information.

**Hampton Wick Surgery** organising an event in October on mental health resilience. PPG met with practice staff to help work together and the PPGs role - staff recognised the need to recruit more PPG members.

**Hampton Medical Centre** PPG held an information event which included a talk from a dementia champion who highlighted Tea & Memories café for people living with

dementia and their carers. PPG is looking to help raise awareness on this and reach out to those without internet access.

**General**

PPGs keen to receive more information on make-up of PCNs.

Information on Richmond CVS social prescribing workshop on 17 July was shared.

PPG reps who attended the RGPA website development event keen to understand next steps from RGPA. It was noted that Hampton Wick Surgery has gone ahead and developed their own new website.

**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.

**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>	Committee/Group Name:	Date Discussed:	Outcome:
Enter any Committees/ Groups at which this document has been previously considered:	PPG Network	Tuesday, 25 June 2019	This report provides a summary of the PPG network meeting.

<b>Supporting Documents</b>	None.
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