

Title of meeting	Governing Body	Agenda item	15a
Date of meeting	25 May 2017	Confirm part one or two	Part one
Title of paper	PPG Forum annual report		
Director	Director of Commissioning and Engagement	Author role	Head of Communications and Engagement
Action required	Approval <input type="checkbox"/>	Decision <input type="checkbox"/>	Discussion <input type="checkbox"/> Information <input checked="" type="checkbox"/>
Previous GB/committee reporting	Annual		
Summary including recommendation (500 word limit)	<p>The Patient Participation Group (PPG) Forum is made up of representatives from all the PPGs across Great Yarmouth and Waveney. Its role is to influence the way high quality, integrated care is planned and commissioned to meet the needs of local patients.</p> <p>The Forum is a key way of ensuring that we get the patient voice into the work of the CCG.</p> <p>The report below is the annual report for the PPG Forum for 2016.</p> <p>The Governing Body is recommended to accept the annual report from the PPG Forum and acknowledge the work of the Forum which is carried out on a voluntary basis.</p>		
Related to the CCG strategic objectives identified in the CCG Constitution			
Make a difference for local people	<input checked="" type="checkbox"/>	Effectiveness	<input type="checkbox"/>
Reduce inequalities and delivery	<input type="checkbox"/>	Quality	<input checked="" type="checkbox"/>
Sustainable financing	<input type="checkbox"/>	Improved experience	<input checked="" type="checkbox"/>
Stakeholder engagement:	The PPG Forum is a key method to engage patients		
Risk description: N/A	Risk score:		
		Red (High 15-25)	<input type="checkbox"/>
		Amber (Moderate 9-10)	<input type="checkbox"/>
		Yellow (Low 4-8)	<input type="checkbox"/>
		Green (Minimal 1-3)	<input checked="" type="checkbox"/>
Impact			
Quality and safety; patient experience and engagement; and equality impact	The PPG Forum is a key method to engage patients		
Clinical	N/A		
Financial/performance/QIPP/better care fund	N/A		
Workforce/statute/compliance/governance issues/NHS Constitution	N/A		

System – NHS providers, primary care, local authority, voluntary sector		N/A	
Directorate involvement (Role title)		Assessments included (Appendix ref no.)	
SMT (Mandatory)	Director of Commissioning and Engagement	Business case/ECF/QIPP/BCF	N
Finance performance QIPP BCF	N/A	Consultation service/staff	N
Commissioning quality safety	N/A	Formal risk assessment	N
Partnership and delivery	N/A	IG risk /privacy impact	N
Primary care	N/A	Clinical quality risk /service review	N
Contracting	N/A	Equality diversity /sustainability	N
Engagement workforce governance	Director of Commissioning and Engagement	Declaration of interest	N

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Patient Participation Group Forum Annual Report 2016

Chairs report

The past year was the fourth successful year for the NHS Great Yarmouth and Waveney Clinical Commissioning Group Patient Participation Group Forum.

During 2016 there have been six PPG Forum meetings held in Beccles House, Beccles or the King's Centre in Great Yarmouth making sure that the forum is as **accessible as possible** to as many PPG members as possible across Great Yarmouth and Waveney.

With the CCG taking on devolved commissioning for primary care from NHS England and the setting up of the Primary Care Commissioning Committee the Forum appointed a Vice-Chair, Jean Goffin to attend the Committee on behalf of the Forum.

Engagement

Representation from PPGs in Great Yarmouth and Waveney has been good with attendance at each meeting varying from 16 to 25 attendees.

Table of attendance:

Date	Number of attendees
February	22
April	21
June	17
August	22
October	18
December	16
Total	116

Table of practices with PPG, Virtual PPG or PRG and attendance at PPG Forum meetings:

Practice	Locality	PPG	Virtual PPG	PRG
1. Alexandra Road and Crestview Surgeries	Lowestoft	Yes	Yes	Yes
2. Andaman Surgery	Lowestoft	Yes		
3. Beccles Medical Centre	South Waveney	Yes	Yes	
4. Bridge Road Surgery	Lowestoft	Yes	Yes	
5. Bungay Medical Centre	South Waveney	Yes		Yes
6. Central HealthCare Centre	Gorleston	Yes		
7. Coastal Villages Practice (Partnership)	Great Yarmouth	Yes	Yes	
8. Cutlers Hill Surgery	South Waveney	Yes		Yes
9. East Norfolk	Great Yarmouth	Yes	Yes	

Medical Practice				
10. Falkland Surgery	Gorleston		Yes	
11. Fleggburgh Surgery	Great Yarmouth	Yes		
12. Gorleston Medical Centre	Gorleston	Yes		
13. Kirkley Mill Health Centre	Lowestoft	Yes	Yes	
15. Longshore Surgeries	South Waveney		Yes	
16. Millwood Surgery	Gorleston	Yes		Yes
17. Rosedale Surgery	Lowestoft	Yes		
18. Sole Bay Health Centre	South Waveney		Yes	
19. The High Street Surgery	Lowestoft	Yes		
20. The Nelson Medical Centre	Great Yarmouth			Virtual PRG
21. The Park Surgery	Great Yarmouth		Yes	
22. Victoria Road Surgery	Lowestoft	Yes		

The Forum's work during 2016:

Over the year the PPG Forum has looked at a number of issues, had presentations on a number of subjects and been able to comment on or influence the following:

Mon 15 Feb	<ul style="list-style-type: none"> • Gorleston Community Advocates • Cancer Matrons
Mon 18 Apr	<ul style="list-style-type: none"> • Non-emergency patient transport services • Update on GP Practice Premises consultation implementation • Update on shape of the system and out of hospital teams
Mon 20 Jun	<ul style="list-style-type: none"> • Norfolk and Waveney Sustainability and Transformation Plan • Closure of Greyfriars walk-in centre • Primary Care co-commissioning • End of Life care
Mon 8 Aug	<ul style="list-style-type: none"> • Mental health progress update and report into unexpected deaths • Primary Care Commissioning Committee • GP survey outcomes
Mon 24 Oct	<ul style="list-style-type: none"> • Care homes, delayed transfers of care and funding for patients in care homes

	<ul style="list-style-type: none"> • Electronic prescribing links in surgeries
Mon 12 Dec	<ul style="list-style-type: none"> • AGM and re-election of Chair and Vice Chair • Workshop to develop 2017 work plan

PPG Forum Achievements in 2016

Greyfriars walk-in centre

The PPG Forum were one of the key consultation groups involved during the engagement around the closure of Greyfriars walk-in centre. The PPG Forum raised some issues about what the building would be used for once the walk-in centre was closed and wanted to ensure it would be for health usage.

Concerns were also raised around NHS 111 being able to cope with the increased workload and the process around it which meant that patients often have to give their details more than once.

The CCG explained that the potential savings from the closure would be used to provide more clinical staff at the NHS 111 service. This should help avoid unnecessary attendance at A&E.

Primary Care Commissioning Committee

The CCG took on responsibility for devolved commissioning on 1 April and as part of that a Primary Care Commissioning Committee has been set up. The PPG Forum appointed a Vice-Chair who represents the patient voice on the Primary Care Commissioning Committee and provides feedback to the PPG Forum.

The PPG Forum was asked to provide a list of priorities for the Committee to focus on.

Shape of the System

The PPG Forum has regular updates on the progress following the Shape of the System consultation and raises concerns around the delay in setting up the South Waveney out of hospital team.

Mental health services

Following the mental health consultation the PPG Forum has had regular updates on how the services are changing and when the new services are being put into place.

The Forum also invited NSFT to attend to talk about the report into unexpected deaths after reports in the media which caused concern for the PPG Forum. The Forum heard that NSFT commissioned Verita to undertake an independent review of unexpected deaths between April 2012 and December 2015. They had a summary of the findings and the actions that NSFT were taking as a result.

They were also informed that the CCGs Governing Body had received a copy of the report and were assured of the actions that NSFT were taking. Whenever there is an unexpected death the trust will look at lessons learnt and anything that can be done to prevent this happening again and NSFT will provide support to families in these situations.

Care homes

Cath Byford attended the PPG Forum in October to look at a number of issues around care homes, including how care homes are funded and the difference between local authority funding and health funding. Delayed transfers of care were also raised and how the out of hospital teams are helping to reduce these, the forum also heard that there is a push within hospitals for them to look at shortening a patient's length of stay and for providers to undertake their assessments outside of hospital.

Electronic prescribing

A presentation to the Forum on the new electronic prescribing service gave the opportunity for patients to raise some issues around how the new service was settling in. It also helped to raise awareness of the new system and how it could benefit patients.

Terms of reference have been reviewed and approved and are attached as **Appendix One.**

A workplan for 2017 was also developed and is attached as **Appendix Two.**

The Forum continues to be a valuable opportunity for practice PPGs to exchange information so that best practice can be shared for the benefit of patients. Issues referred to the Governing Body ensure that patient concerns remain at the top of the CCG's agenda.

Graham Dunhill
Chair
PPG Forum

NHS Great Yarmouth and Waveney Clinical Commissioning Group Patient Participation Group (PPG) Forum

Terms of Reference

Constitution

The purpose of the PPG Forum is to influence the planning and commissioning of high quality integrated care to meet the needs of patients in the area by undertaking to:

- exchange information about health services across Great Yarmouth and Waveney from the patient's perspective
- engage members in the CCGs decision making and consultation processes and the planning and delivery of services and any proposed changes
- bring any healthcare issues/concerns to the attention of the CCG and request any further information on issues which are of concern to patients
- report back to respective patient groups on the issues discussed and content of the PPG Forum meetings
- provide ongoing support and development opportunities to all PPGs within the Great Yarmouth and Waveney area

Membership

The PPG Forum is an independent group which comprises patient representatives from GP patient participation groups in the NHS Great Yarmouth and Waveney area.

- The forum is to consist of a quorum of four GP practice representatives from the Great Yarmouth and Waveney area
- All members have a duty to represent the views of patients who use their surgery
- A review of the forum membership will be made annually at the Annual General Meeting (AGM)
- All PPG members are welcomed to attend any PPG Forum meeting in an observational capacity.
- PPG representatives may send deputies if the usual representative is unable to attend.

- Chairing arrangements – members will elect a chair and vice-chair for a three year term. This will be endorsed annually at the AGM which is held in December.
- The CCG will provide support to manage and run the PPG Forum and will cover the cost of meeting room hire
- The forum will decide a forward work programme annually at the AGM which will help inform the agendas for future meetings.

Responsibility of the Chair

- The elected chair of the PPG Forum will be invited to join the CCG's Governing Body (Board) as a non-voting member. The vice-chair will attend if the chair is not available. This will ensure that there is always a representative patient voice at Governing Body meetings. It will also support succession planning and development of the PPG forum vice chair role
- There is an expectation that confidentiality will be maintained when CCG Governing Body issues and PPG group issues are discussed
- The CCG's Governing Body will formally ask the PPG Forum chair to consult PPG members on Governing Body issues when required
- CCG Governing Body papers will be shared with the PPG chair and vice-chair in advance of meetings to allow time for reading, and further explanation of subject (if required, before the meeting)
- The elected chair and vice-chair will provide the patient voice on the CCG's Primary Care committee which is held in public.

Frequency of meetings

- An AGM will be held in December to elect a chair and vice-chair of the PPG Forum for a three year period and this will be ratified annually at the AGM.
- The forum will meet bi-monthly and this will be reviewed annually at the AGM. Meeting dates to be arranged at the beginning of the year.
- The meeting venue will alternate between Beccles House and venues in Great Yarmouth.

Expenses

- Expenses will be reimbursed in accordance with NHS Great Yarmouth and Waveney CCG's volunteer's expenses policy

Authority

This independent group is integral to the CCG's engagement commitment to patients and our local population.

Updated: 13 February 2017

Author: Lorraine Rollo

Date of review: December 2017

DRAFT Patient Participation Group Forum Work Plan 2017

At the December AGM for the PPG Forum members agreed a number of topics that they would like to include in their work plan for 2017. The workplan shows a number of topics that the PPG Forum intends to discuss and ensure that the patient voice is embedded into the work/developments.

The table below shows which subjects they hope to cover and when. However, availability of speakers, changes in emphasis mean that this work plan may be subject to change:

		Item	Lead
Wednesday 22 February	12.30pm to 3.00pm	<ul style="list-style-type: none"> How the PPG works alongside the primary care commissioning committee Influencing the patient voice in the primary care strategy 	Cedric Burton Andy Evans
Monday 24 April	12.30pm to 3.00pm	<ul style="list-style-type: none"> BreathEasy Online services STP update 	Heather Matthews Mike Swallow NEL CSU Rebecca Driver
Monday 19 June	12.30pm to 3.00pm	<ul style="list-style-type: none"> Improving the patient voice in primary care managed by East coast community healthcare (ECCH) Introduction to new Chief Officer Cancer awareness and clinical reviews 	Jonathan Williams Melanie Craig Maggie Tween and Malcolm Ballantine
Monday	12.30pm		Tracy McLean

21 August	to 3.00pm	<ul style="list-style-type: none"> • Update on patient involvement in the development of the Shrublands centre • Update on Shape of the System and how patients are involved in the development of new services 	Fran O'Driscoll
Monday 16 October	12.30pm to 3.00pm	<ul style="list-style-type: none"> • PPG workshop on sharing good practice workshop • Dr First update 	All Beccles Medical Centre
Monday 11 December	12.30pm to 3.00pm	<p>AGM and endorsing position of Chair and Vice Chair (Year three)</p> <p>Workshop to develop 2017 workplan</p>	