

integrated working

NHS

**West Suffolk
Clinical Commissioning Group**

A background image showing a group of people sitting around tables in a meeting room, engaged in discussion. The room has large windows and a bright, airy atmosphere.

What you said, What we have done

Isabel Cockayne

Themes from PPG Workshop March 2017



“A local PPG network is a good idea”



“We would use it to share best practice and ideas to support each other to set up and maintain a PPG”

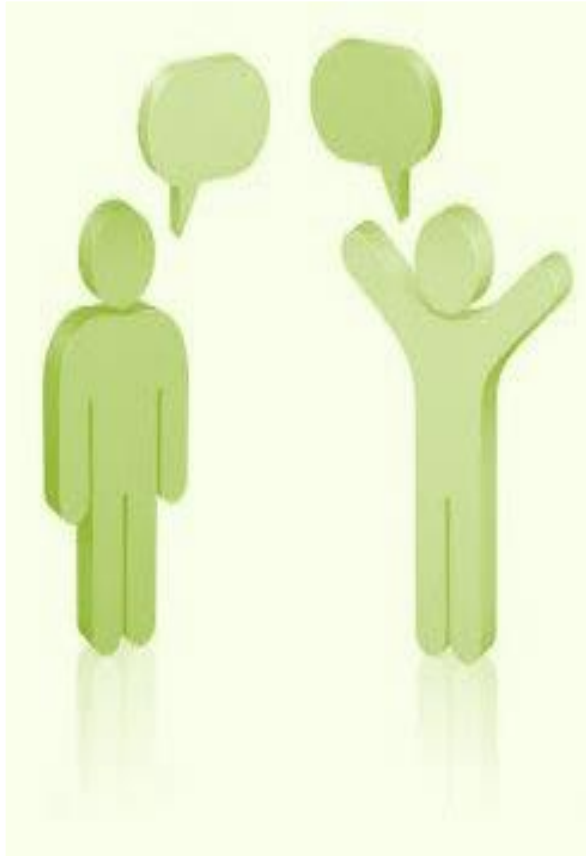


“We want better ways to communicate between PPGs and also the Clinical Commissioning Group”



“... and more awareness of NHS language, structure, policies and plans”

What we have done



- Partnered Community Engagement Group (CEG) members with specific PPGs
- The West Suffolk Clinical Commissioning Group (WSCCG) Newsletter now includes editorials by PPG members to talk about their experiences:
 - Setting up and running a PPG (Phil Worsley - August)
 - Getting young people involved (October)
 - PPG/Care Quality Commission experience (December)

What we have done



- Organised this PPG Workshop
- WSCCG will facilitate another two PPG Network events next year
- PPG Network page created on WSCCG website

What we have done



- March workshop notes sent around
- Useful information circulated to workshop participants/practice managers and posted on WSCCG website
- Improved practice newsletters and will include regular articles on engagement tools (e.g. social media like Trivago)

What we have done



- Improved our jargon-buster on the WSCCG website
- Shared information with attendees and GP practices about relevant policies
- Created newsletters for practices, e.g. specifically for nurses

What are key topics of interest to your PPG?

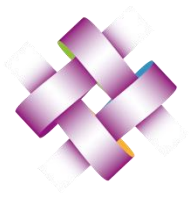
This is what you told us last time:

- Recruitment, particularly those that reflect the practice population
- Creating Terms of Reference
- Setting meeting agendas
- Understanding how your PPG can best support your practice and influence practice services
- Knowing how to turn a complaint into a positive action for the practice
- Being aware of the differences between a virtual and face to face group
- Improving communications - with patients and practice staff
- Being aware of funding options
- Understanding how your PPG can influence countywide healthcare services
- Knowing where to find the current information/plans on healthcare services (local/countywide/national)
- Learning from other PPGs experiences

WHAT NOW?

What else?

- What information would you like to see on the PPG Network website page?
- What would future PPG Network events look like?
- What topics would be useful in the PPG column of the WSCCG Newsletters?
- How can CEG member/PPG partnerships work well?
- Is there a representative from your PPG who would like to be on the PPG Chair (or agreed contact) list to share between PPGs?
- What other support would be useful to you?



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Open space