

North & South Norfolk Share and Learn Workshop November 8th 2018



Introduction

NHS North Norfolk and South Norfolk Clinical Commissioning Groups (CCGs) held a 'Share and Learn' workshop on 8 November 2018. This was in response to feedback given at the CCG's Joint PPG Conference that took place in June 2018.

This workshop aimed to provide PPG representatives an opportunity to present learning on a completed project or activity at their Practice, and to offer practical tips and guidance for other PPGs looking to do similar work.

The session was chaired by Clive Gardner, Lay Member for Patient and Public Involvement for NHS North Norfolk CCG. The session also included discussions about what resources and information the CCG could help PPGs access, and an opportunity for open discussion.

Presentations

- **Sheringham PPG working with Sheringham Dementia Friendly Community and Healthwatch Norfolk**

Janet Eastwood, Chair of Sheringham PPG, fed back on a project that Sheringham PPG had completed alongside the Practice and Healthwatch Norfolk, aimed at making their surgery site more accessible and understanding towards the needs of people with dementia (and their carers), but also for other groups such as adults with learning difficulties and people with impaired vision.

Copies of the slides are available here:

<http://www.northnorfolkccg.nhs.uk/sites/default/files/SDFC%20GP%20surgery.pptx>

- **Long Stratton PPG - Mental Health & Wellbeing PPG Event in conjunction with Long Stratton High School**

Ros Bailey, a member of Long Stratton Medical Practice PPG, fed back on a mental health and wellbeing event that the PPG and Practice coordinated with Long Stratton High School.

Copies of the slides are available here:

<http://www.northnorfolkccg.nhs.uk/sites/default/files/Mental%20Health%20%20Wellbeing%20PPG%20Event.pptx>

- **PPG Toolkits**

Rebecca Champion, Communications and Engagement Manager at NHS North Norfolk CCG, outlined some resources that are available nationally, including some examples from Dorset CCG.

Rebecca also outlined a previous PPG toolkit initially developed in 2009, and the workshop discussed refreshing and updating this to support PPGs in structuring their activities, and helping new PPGs to set up.

<http://www.northnorfolkccg.nhs.uk/patient-participation-groups-ppgs>

The group also looked at a PPG Campaign toolkit, demonstrating the tools and resources available to help PPGs support their Practice and local healthcare services during the winter months. This linked to localised messages for Stay Well This Winter and Help Us Help You, NHS England's national campaign over the winter 2018-19.

<http://www.northnorfolkccg.nhs.uk/ppg-campaigns-toolkit>

Open feedback session

The PPG representatives took part in an open feedback session and the following ideas and comments were gathered:

❖ Communications

A way of sharing information across PPGs is needed – either through current CCG websites or future countywide website structure?

A PPG webpage would allow:

- Consistency of information
- Coordinated programmes and campaigns
- Sharing of events across North / South, and across Norfolk and Waveney
- Encourage partnership working between local PPGs and Practices
- Share experiences, best practice and project ideas

The CCG could also support information sharing by coordinating a monthly newsletter or bulletin

❖ PPG Skills and Training

The CCGs could help PPGs and Practices by running small training sessions and workshops on key areas – like fundraising or volunteering

PPGs could benefit from working closely with the voluntary sector to access training and guidance – the CCGs could help facilitate this

Liaise with Voluntary Norfolk / Community Action Norfolk, Norfolk County Council's Community Development Worker team

❖ Supporting Recruitment of PPG members

Produce a suite of resources to promote PPG opportunities, and awareness of the role of PPGs across Norfolk and Waveney – posters, electronic images, social media posts etc.

Celebrate the successes of PPGs in local media channels

❖ Working with Practices

Looking at supporting PPGs and Practices to work with other Practices nearby – either in the Locality or geographic vicinity.

CCG will ensure that work with PPGs is reflected back to Primary Care – either through Practice visits, or via Locality meetings

Event evaluation

38 evaluation forms were completed giving feedback on the event. The vast majority of the feedback was positive. The community-run venue and the refreshments provided by volunteers were given universal approval.

What did delegates like or find useful?

- ☺ Awareness of the work of other PPGs
- ☺ Sharing successes and challenges with different areas
- ☺ Interesting and insightful presentations
- ☺ Primary care and patients working together for the benefit of the NHS

What did delegates not like or find less useful?

- ☹ Not enough discussion time
- ☹ Some presentations were rushed due to timing issues
- ☹ There was an over-use of acronyms
- ☹ Name badges could have helped identify where people had come from

What we will do as a result of your feedback about the event:

- ✓ Hold an annual joint PPG event in summer 2019
- ✓ Hold at least two smaller workshops or social events in Spring and Autumn 2019
- ✓ Invite PPG members to join the Community / Stakeholder Engagement Panels in North and South
- ✓ Liaise with the voluntary sector locally to understand what training and development opportunities might be open to PPGs
- ✓ Develop a dedicated PPG website – initially a section on the CCG websites, and design a PPG webpage on the Norfolk and Waveney website
- ✓ Start to put together a PPG bulletin or newsletter to be distributed by email each month
- ✓ Share the contact details of all the people who gave their permission so they can get in contact straight away

Let us know what you are doing?

Following this event the PPGs from the medical practices at Sheringham, Holt and Cromer have made arrangements to meet up for an informal chat about how they can work more closely together in the future, and possibly plan joint events.

Let us know if your group is doing anything it would like to share with other groups. We can publicise it in the newsletter!