

# PPG Network Action Points

Meeting: PPG Network Zoom Meeting

Date: Thursday 30 April 2020

Time: 11.00am – 12.30pm

For info: This meeting was virtually over Zoom Video Communications.

**Members Present:** Jon Finegold (JF) - The Burns Practice  
Steve Lyons (SL) - Great North Medical Centre  
Barbara Bell (BB) - The Burns Practice  
Geoffrey Johnson (GJ) – Carer's Strategic Review Board  
Georgina Newman (GJ)  
Cheryl Watkinson (CW) – Neighbourhood Co-ordinator

**In Attendance:** Natalie Bowler-Smith (NBS) – Community Engagement Officer, Healthwatch Doncaster  
Emily Green (EG) – Business Support Officer, Healthwatch Doncaster  
Jill Telford (JT) – Engagement Team Manager, Healthwatch Doncaster

	Agenda Item	Notes
1.	<b>Welcome and Housekeeping</b>	JT and NBS welcomed everyone to the first Zoom Virtual meeting and introductions were made.
2.	<b>Healthwatch Doncaster update</b>	<p>NBS made the network aware Healthwatch Doncaster staff are working remotely from home due to the current situation with COVID-19, however will still provide ongoing support to the group and can still be contacted as usual. Healthwatch Doncaster staff are using new ways of communicating virtually and have are using Zoom to connect with groups including Young Healthwatch.</p> <p>NBS and JT talked through ways Healthwatch Doncaster are supporting the community and groups due to COVID-19</p> <p><b>Daily Dose of Healthwatch Doncaster:</b></p> <p>'Daily Dose of Healthwatch Doncaster, will be a structured project with a daily delivery of engagement and a different theme for each day, whilst continuing to offer support and advice we will offer the public an opportunity to structure their days and utilise our campaign to remember the days of the week.</p> <p>Make a Difference Monday: Highlight current Covid-19 volunteering opportunities and share community champion good news stories.</p> <p>Talk to Us Tuesday: Offering virtual support to our pre-existing and new networks through technology such as; Zoom</p> <p>What's YOUR Story? Wednesday: Utilise new and current connections to find and record people's stories.</p> <p>Tech Thursday: Offer 'how to' guides on using technology to help people feel better connected during Covid-19.</p>

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		<p>Feel Good Friday: Share resources to help keep people emotionally well plus share good news stories.</p> <p><b>Reaching Out project:</b> Voluntary Action Doncaster are coordinating a campaign to match volunteers to agencies who have registered for support during this difficult and challenging time. Healthwatch Doncaster have launched 'Reaching out' to connect with members of the public who require this support. Members of the team and local volunteers will contact individuals to assist them to maintain their physical and emotional wellbeing and reduce the impact of social isolation. For more information or to volunteer please visit:  <a href="https://www.healthwatchdoncaster.org.uk/reachingout/">https://www.healthwatchdoncaster.org.uk/reachingout/</a></p>
3.	<b>Have you had contact from your PPG?</b>	<p>Members of the network raised their concerns that GP Practices are not reaching out to their PPGs and using them as a resource. Overall they are very disappointed in how they have been excluded commenting that they could have been included in many of the decision processes if invited to virtual meetings.</p> <p><b>Action:</b> CW was very receptive and agreed to report these issues to Neighbourhood coordinators and will keep the network updated.</p>
4.	<b>Primary and Secondary Care services</b>	<p>NBS informed the group that all Primary and Secondary Care services are still open for business.</p> <p>EG has distributed information about this to be shared with contacts.</p>
5.	<b>What has it been like for you? What's my Story?</b>	<p>The PPG Network shared their thoughts and views on the current situation with COVID-19.</p>
6.	<b>Any Other Business</b>	<p>Network members shared their experiences about the response of the HUB in the first few weeks and the hope that staff are now more equipped to deal with the queries that they receive.</p> <p>GJ gave an update from the Trust and thanked everyone on the Trust's behalf for following government guidelines.</p> <p><b>Action:</b> EG to send letter to group from Richard Parker.</p> <p>There was a discussion around whether people visiting A&amp;E are separated from those who may have Covid-19. The network was informed the hospital are following this procedure where possible. The network suggested for information to be shared with the public on this and also make people aware about the use of PPE.</p>

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		<p>JF mentioned his practice may be using an alternative system called AirMid UK, however patients have received no information about this as of yet.</p> <p><b>Action:</b> JT and NBS asked the network to each send an email of reflection about the meeting and how we can move forward as a group.</p>
7.	<b>Date of next meetings</b>	Next meeting: TBC.
8.	<b>Close</b>	Meeting closed at 12.30pm.

