

Amplifying Patient Voices

Haringey Patient Participation Groups (PPG) Development Project Report

August 2020 to August 2021

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Introduction

North Central London (NCL) Clinical Commissioning Group (CCG) asked Healthwatch Haringey to work with GP practice leads, PPG Chairs, PPG members, and patients to recruit new and existing patient representatives to become patient leaders.

We were also asked to provide training and development opportunities for patients to enable them to engage in co-design processes and patient representation.

The ultimate aim of the development project was to amplify patient voices, strengthen and diversify patient representation and ensure patient feedback is used to improve GP services.

Another aim was to better understand the benefits of digital access in primary care as well as barriers to access for patients in Haringey.

Executive summary

From August 2020 to August 2021 Healthwatch Haringey worked to engage with a wide range of patients, PPG members, practice staff and GPs using a range of methods to strengthen and diversify patient representation, ensure patient feedback is used to improve GP services, and to better understand the benefits of digital access in primary care as well as barriers to access for patients in Haringey.

Methods of engagement

We engaged directly with stakeholders and delivered a comprehensive programme of support. We used a range of methods, including:

- Organising a Steering Group to guide and co-produce the project. This involved PPG Chairs, PPG members and clinical staff.
- Carrying out one-to-one interviews and online surveys.
- Attending and contributing to PPG meetings, the Haringey Practice Managers Forum, the Clinical Directors Forum and NCL CCG meetings.
- Organising Haringey-wide PPG network meetings including the PPG conference in June 2021.
- Providing training in how to use the Zoom platform for online PPG meetings.
- Producing a variety of online resources including a toolkit for PPGs to help them get set up and organise effectively.
- Producing, printing and distributing 'How to Join Your PPG' leaflets and posters to every GP practice and pharmacy in Haringey.
- Building an email mailing list of around 60 PPG members and PPG Chairs.
- Producing a report on accessing GP services which highlighted the barriers patients were facing in getting appointments during lockdown and the COVID-19 pandemic.

Patient Participation Groups in Haringey

What is a PPG and how can I get involved in one?

What is a Patient Participation Group (PPG)?

A PPG is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to improve the services the GP practice provides.

What does a PPG do?

A PPG is a critical friend to the practice, giving feedback about GP services and changes that are made. PPGs can inspire positive change. For example, a PPG could give feedback to help staff make the appointments system work better. A PPG can also help provide information on what services are available to patients and it can organise health promotion events and social activities.

How does a PPG work?

PPGs can work in a number of ways. Before the coronavirus pandemic, most groups would have regular meetings at the surgery, but some may now meet online. Some also involve a wider group of patients who do not usually attend meetings, using e-mail to communicate news and seek patient views. An effective PPG is patient-led and self-organising. Practice staff should help and support the PPG, and work in partnership with the group.

How do I join my PPG?

We have put all the PPG pages for each Haringey GP practice in one place, listing all the surgeries in Haringey with links to each PPG web page.

<https://www.healthwatchharingey.org.uk/how-do-i-contact-my-ppg>

The GP webpage should tell you how to join your PPG. Another way to join your PPG is to contact the surgery direct or ask at reception.

How we supported PPGs

Between August 2020 and August 2021, we provided a range of support to PPG members as individuals and PPGs as groups.

Researching PPGs in Haringey

Baseline survey: What we found out about PPGs in November 2020

We found out what coverage there was of PPGs in Haringey, how many residents were engaged in PPGs, and how often they had met recently.

We sent out an online survey to all Haringey GP practices and 25 practices responded.

We found:

- most practices had a PPG,
- most practices had fewer PPG members than a year ago,
- holding virtual meetings had an overwhelmingly negative impact on PPG membership,
- most PPGs had not met for a long time, and the vast majority had not met during COVID-19 and lockdown (since March 2020).

It was clear that the coronavirus pandemic had had a huge impact on PPGs and their ability to function. If they couldn't meet in person due to social distancing requirements, many had not met at all, and where they did meet virtually, fewer patients were able to participate.

This data helped us to understand where to target our support for PPGs. We had to support individual PPG members to engage in virtual meetings and we had to support practices to shift their meetings online effectively, whilst at the same time ensuring that new and existing PPG Members were able to access the meetings. In the following sections we show how this was achieved.

Patient Participation Group (PPG) Development Project: Baseline Survey, November 2020

Number of respondents = 25

Key Findings

- In November 2020, 24 out of 25 practices had a PPG.
- The median number of patients on a PPG was 12 patients. The normal range was between five and 42 patients on a PPG although one practice had 200 patients in its PPG.
- Most practices had less PPG members than a year ago - 14 practices had less PPG members, 10 practices had more PPG members.
- Most practices had quarterly PPG meetings - 15 practices had a quarterly meeting, eight had less than quarterly, one practice had a bimonthly meeting, and one practice had a monthly PPG meeting.
- **Most PPGs had not met during lockdown** - 19 practices had not had a PPG meeting during lockdown, six practices had had a PPG meeting during lockdown.
- 50% of PPGs were now meeting virtually rather than in person.
- **Holding virtual meetings had impacted on the numbers attending meetings and responses were overwhelmingly negative**
 - One practice said virtual meetings scheduled for September, October and November 2020 had been cancelled due to the lack of availability of PPG members.
 - One practice said some PPG members were not very PC literate and some did not have PCs, laptops, or smartphones.
 - One practice said attendance was much less at its virtual meeting.
 - One practice said they had not arranged any PPG meetings since March 2020, as most PPG members were older people and did not have access to computers or smartphones.
 - One practice said the majority of its PPG members were older people and were not comfortable using Skype/Zoom or other video calling platforms.
 - One practice anticipated very few numbers at a virtual meeting.
- **Many PPGs had not met for a long time.** Seven last met in 2019; seven last met in January or February 2020; four met in June, July or August 2020; and five last met in September, October or November 2020. 14 out of 23 practices therefore last had a PPG meeting before March 2020.
- Most practices did not have a date for the next PPG meeting. 16 out of 24 practices did not have a date for the next PPG meeting. For the eight practices that did have a date, meetings were scheduled for November and December 2020.
- Email and phone were by far the most popular ways for practices to communicate with PPG members - 21 used email, 14 used the phone, nine used SMS/text, seven used post, two used their website, and one used WhatsApp.
- 23 out of 25 practices said there was information about the PPG on their practice website.

Research interviews

In addition to the baseline survey, we interviewed 15 PPG Members, 10 Practice Managers, and five GPs, including two Clinical Directors. We asked about how their PPGs were working and what improvements they would like to see. These interviews were conducted in the autumn and winter of 2020.

What PPG members told us

PPG Members had varying experiences of their PPG over the past year. Some had continued to meet online whilst others had stopped meeting. People expressed a desire to diversify the membership of their PPG and attract younger people and a more ethnically diverse cohort.

PPGs had helped to improve services, for example, by improving the practice's communications with patients and by advising the practice about written leaflets, notices, or electronic announcements in

the waiting room. PPGs helped with surveys which led to changes in the appointment booking system and the Saturday service.

PPGs organised social activities as well as advising and feeding back to the practice. Although these activities had been badly impacted by COVID-19, they hoped they would be reinstated. Examples included a walking group, a woodland project and a PPG open day.

PPG members told us they would like more training on how a good PPG could be run, with example Terms of Reference. In response, we produced a toolkit and training programme which was publicised and promoted on our Healthwatch Haringey website.

Many PPG members talked about the impact of the lockdown on their ability to



meet in person and the need to engage patients again. They were also worried about the move to phone consultations and the difficulty of meeting with their GP face-to-face, although for some, the phone appointments were an improvement. Some PPG members had found it harder to get through to their surgery on the phone. We gathered these responses and added them to our report 'Accessing GP services: Evaluating phone, video and face-to-face appointments in Haringey', published in June 2021.

<https://www.healthwatchharingey.org.uk/report/2021-06-16/haringey-gp-access-report-looks-face-face-phone-and-video-appointments>

What GP Practice Managers told us

Practice Managers and their deputies are generally the staff members who are tasked with providing support to PPGs. The Practice Manager and the PPG Chair would normally work together to schedule and host meetings, send invitations, produce minutes, update the practice website with PPG information and keep the PPG mailing list up to date. This can be quite a lot of work for the Practice Manager especially at a time when the COVID-19 pandemic has created more work for the practice and unprecedented change.

Practice Managers told us that some PPGs had ceased to meet but there was a general enthusiasm for getting them up and running again. In some cases, existing PPGs were reluctant or unable to move meetings onto a virtual platform and so the meetings stopped.

There was a feeling that PPGs needed to become more representative of the patient population. Young people were scarce in most PPG meetings.

In two cases, PPG Chairs and the practice weren't getting on and the PPG was disbanded and relaunched.

Practice Managers told us that the type of subjects addressed in PPG meetings included COVID-19, appointments, face-to-face versus telephone appointments, new signage, the size of the patient population compared to the number of GPs. Some individual complaints were raised by people who couldn't get an appointment. Some PPGs also fed views into the Care Quality Commission (CQC) report for the practice. PPGs also talked about referral issues and links to pharmacists.

There were a few Practice Managers who welcomed support to take their PPG meetings online and reach out to a wider population. In response we offered these practices the opportunity to be supported as 'Pathfinder Practices' where Healthwatch Haringey would co-produce a support package to suit the needs of the practice and PPG - see page 14.

What GPs told us

GPs told us that the pandemic had negatively affected their PPG. One GP said that moving online was a challenge as two long term PPG members didn't have computers or email addresses and were shielding. A GP told us that socially distanced meetings could be possible in some surgeries with outside space in the summer. One GP stated that now, in the new environment, it was really important to hear the patient voice although he didn't want people meeting in person unnecessarily.

The GPs were hoping that the PPG development project might revitalise PPGs and help with getting a more formal structure in place across the borough. One GP had previously received support from Healthwatch Haringey and now had a successful PPG.

The Haringey PPG Development Project Steering Group

Who joined the Steering Group?

Over the year of the development project, we wanted to ensure that all our activities were 'co-produced', so we formed a Steering Group to guide the project.

The Steering Group included:

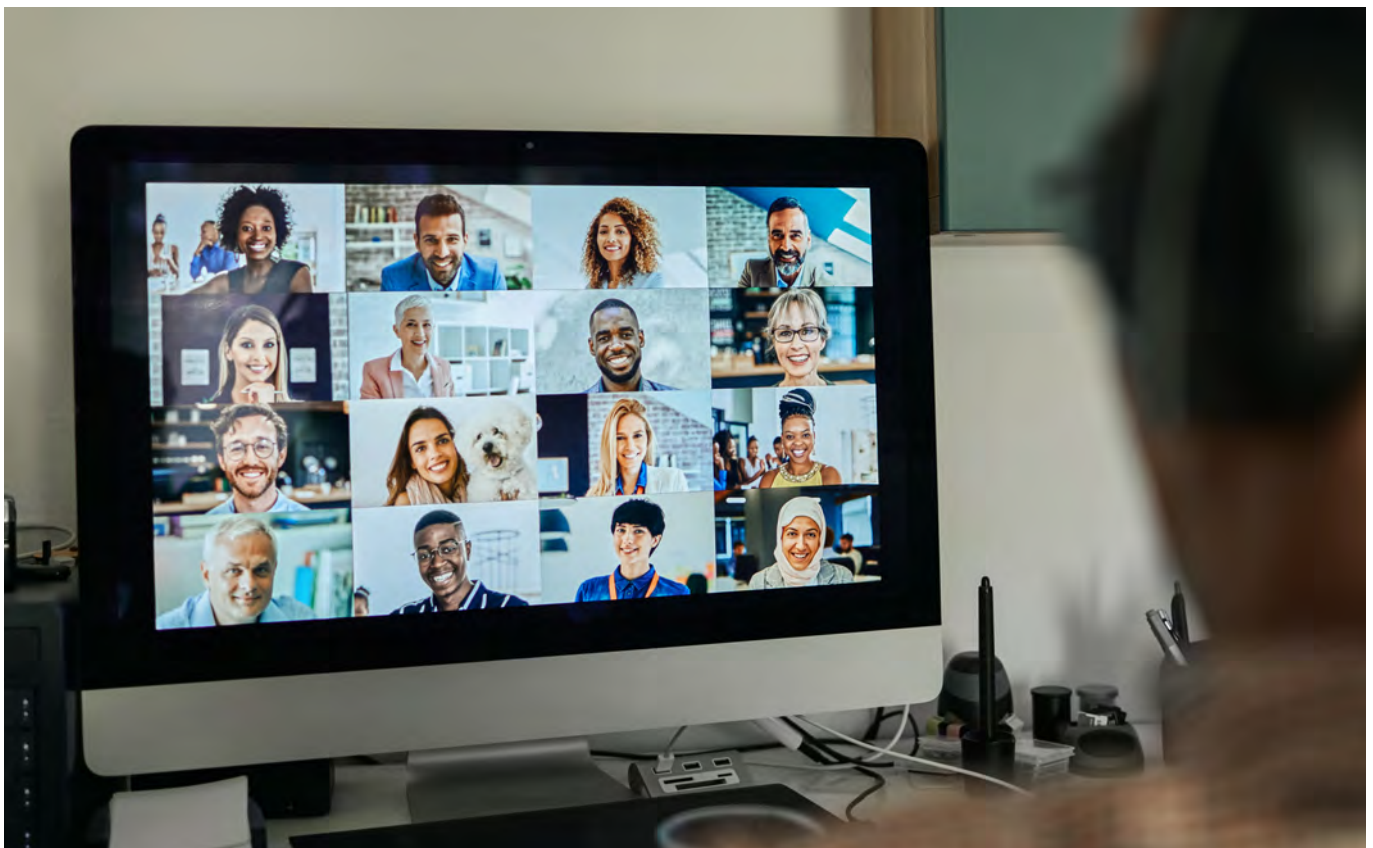
- Nine PPG members / Chairs
- Three GPs including two Clinical Directors
- Two Practice Managers
- A Clinical Pharmacist

What did we do?

We met four times during the life of the PPG project.

We ensured all aspects of the project were genuinely co-produced with PPG Chairs, PPG members, GPs, and Practice Managers, drawing on their skills and expertise, and securing their buy-in.

We received input into, and reviewed all aspects of the development project, including surveys, the borough-wide network, pathfinders, training resources and the virtual conference.



Setting up and supporting a Haringey PPG Network

The Haringey PPG Network was an opportunity to bring together PPG members to talk about the most important issues facing PPGs and patients in Haringey. The Network meetings were held on the Zoom platform and people were asked to register on Eventbrite.

PPG Network meetings

Monday 22nd February, 6.30pm

We received 49 registrations for this meeting on Eventbrite and 35 people attended. The 49 event registrations came mainly from patients registered at 16 Haringey practices. The agenda included an update on the COVID-19 vaccine rollout with Dr Peter Christian, Haringey GP and Haringey Clinical Lead at North Central London Clinical Commissioning Group (NCL CCG) - including Q and A. Then Esther Meyerson, PPG Chair at Staunton Group Practice led a discussion on 'How is eConsult working for you?'. PPG members raised other issues of concern, including the involvement of AT Medics, Centene, Operose and Octopus in GP contracts.

Monday 10th May, 6.30pm

We received 48 registrations for this meeting on Eventbrite and 39 people attended. The 48 event registrations came mainly from patients registered at 13 Haringey practices. The agenda included the new Integrated Care System (ICS) and Q and A with Rachel Lissauer, Director of Commissioning, NCL CCG. There was also an update on the COVID-19 vaccine rollout from Owen Sloman, Assistant Director Primary Care Haringey, NCL CCG.

The Haringey PPG Network meetings are continuing beyond the life of the development project.

PPG Conference - Saturday 19th June, 11am

The PPG Conference was attended by over 55 people. It continued to explore themes identified by PPG members throughout the previous ten months. The Conference included opening and closing plenaries and three workshops. People could choose to attend one of the workshops.

Sharon Grant OBE, Chair of Healthwatch Haringey, introduced keynote speaker Roger Kline, author of 'Snowy White Peaks of the NHS'. He talked about the disproportionate impact of COVID-19 on Black, Asian and other ethnic minority NHS staff.

Workshop 1 on changes to GP services was introduced by Councillor Pippa Connor, Chair of the Joint Health Overview and Scrutiny Committee. Owen Sloman, from NCL CCG, presented an item on Integrated Care Systems (ICS). Rod Wells from Haringey Keep Our NHS Public raised concerns about financial and structural integration of services through ICSs.

In Workshop 2, PPG Chairs shared their experience of running PPGs under conditions of COVID-19. Esther Meyerson, Chair of Staunton PPG, talked about the role of communication, and Rose Echlin, Chair of Queens Avenue PPG spoke about the experience of merger of two practices and the role of the PPG.

Workshop 3 on Voluntary and Community Services included an overview of available services in Haringey from Geoffrey Ocen of the Bridge Renewal Trust, and a presentation on adult social care from Chris Atherton, Haringey Social Services.

Recommendations from the PPG conference

Patient representation

The PPG network should make a representation to the ICS Chair to raise the issue of member representation and ask for meetings. The PPG Network should seek to join with other PPG networks across the five boroughs of North Central London to link in with the ICS Chair.

PPG role

Practice staff should be open to patient feedback, helping to organise and facilitate PPG meetings and making sure the patient voice is heard. Practice staff and GPs should prioritise patient voice and work in partnership with their PPG. It is really important for GPs and practice staff to hear from patients at a time when GP services are changing so much.

Experts by experience

Carers and service users' voices should be at the table as experts by experience along with other experts. The next PPG conference should include service user speakers around the table.

Conference Session: What would you tell your GP to help improve their service?

In the closing plenary, Dr Sheena Patel introduced an interactive session. She noted that the pressure on GP workload is intense, but GPs are working towards everyone getting a choice of how they want to be seen.

A quick patient poll on changing GP services at the conference discovered:

- Making an appointment with their GP has got harder in the last 15 months for 70% of the participants and 43% were finding it difficult to get through to the surgery on the phone.
- The use of digital platforms was problematic. Only 13% found it easy to use eConsult to make an appointment, whereas 48% did not.

Notes and presentations from the network meetings and PPG Conference:

<https://www.healthwatchharingey.org.uk/haringey-ppg-network-meetings>

The full PPG Conference report:

<https://www.healthwatchharingey.org.uk/news/2021-06-24/ppg-conference-highlights-changes-nhs-and-how-patients-can-make-their-voices-heard>

Publicising and supporting Haringey PPGs

PPG web pages on the Healthwatch Haringey website

We worked with PPG Chairs and members to find out what kind of resources would be helpful to them. We have produced a series of web pages which explain what a PPG is, how a PPG works and how to join or organise your PPG.

Haringey PPG 'Landing Page':

<https://www.healthwatchharingey.org.uk/ppg>

PPG Toolkit

We have developed resources which every PPG member will find helpful. These are available on the PPG Toolkit web page and include:

- How to Run a PPG
- PPG Roles
- PPG Terms of Reference
- Creating a PPG webpage
- Template Service Commitment
- Primary Care Networks Map
- Join Your PPG Leaflet
- NHS Jargon Buster

<https://www.healthwatchharingey.org.uk/patient-participation-group-ppg-toolkit>

Join Your PPG leaflets and posters

We distributed "Join Your Patient Participation Group" leaflets and posters to all Haringey pharmacies and GP practices.

<https://www.healthwatchharingey.org.uk/news/2021-04-28/join-your-ppg>

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Haringey Patient Participation Groups

We are working with North Central London Clinical Commissioning Group (NCL CCG) to strengthen and diversify patient representation and ensure patient feedback is used to improve GP services.

What is a Patient Participation Group (PPG)?

A PPG is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to improve the services that the GP practice provides. These groups can meet face-to-face and/or online.



Do you want to support the NHS and help your local GP practice?

Join your GP surgery's
**Patient Participation
Group (PPG).**

Ask for a leaflet at
the reception desk
to find out more.

www.healthwatchharingey.org.uk/ppg



Pathfinder Practices

Providing intensive support, or just a bit of extra help?

The coronavirus pandemic and lockdowns happened during the life of this project. We wanted to show that even in the restricted circumstances of the pandemic, it was possible to increase patient engagement in their PPGs. So, we put out a general offer to all the PPGs in Haringey through the Practice Manager Forum and other means of communication. We offered to work with up to five PPGs and practices more intensively for up to six months. We called these 'Pathfinder Practices'.

Tynemouth Medical Practice

We worked with Tynemouth Medical Practice PPG to set up an open PPG meeting using the Zoom platform. In order to build for this open meeting, we had two PPG Committee meetings for agenda setting and other organisation. We advised on changes to the practice website. We conducted a patient survey following the open meeting and shared the results with the PPG Committee. The practice sent a GP text/sms to all patients over 18 inviting them to register for the open meeting on Eventbrite.

Over 49 people attended the open meeting, and their contact details were saved by the Practice Manager to use for future invitations to PPG meetings. The agenda for the open meeting included a welcome from the PPG Chair together with a call to action asking volunteers to get involved in the PPG. The Practice Manager introduced a discussion on Tynemouth's Care Quality Commission (CQC) inspection report and one of the GPs answered questions on the COVID-19 Vaccine rollout at the practice. A member of staff from Whittington Health asked people to get involved in the consultation about the reorganisation of NHS services.



Thank you for the organisation and all the hard work as well as [our PPG Chair]. The survey is great.”

GP, Tynemouth Medical Practice

Rutland House Surgery and Queens Avenue Surgery

These two practices were in the process of merging and both PPGs asked for support to take them through the merger process, at the same time as widening the number of patients engaging with the PPG. We organised an open merger meeting which attracted over 194 patients from both practices.

The minutes of the meeting were taken by a PPG member and uploaded to the Rutland House Surgery website and further changes to the website PPG page were made in consultation with Healthwatch Haringey.

The PPG worked with GPs and Practice Managers on a new Rutland House Service Commitment which they negotiated with the merged practice. This set out what patients could expect in terms of staffing, appointments, personalised care, and accessibility. We adapted this Service Commitment for general use and uploaded it to the PPG Toolkit page on the Healthwatch Haringey website. A PPG member from Rutland House Surgery also spoke at a PPG Network meeting about the process of adopting a Practice Service Commitment.

We organised a survey following the open merger meeting which revealed there was a lot of enthusiasm for getting involved in the new merged PPG. 20 respondents said they would like to attend future PPG meetings. Four respondents volunteered to help organise activities and 15 respondents shared that they had skills and experience that might be helpful to the PPG including managing meetings, employment law, mental health advocacy, being a secretary and chair of various organisations, being a retired journalist, and people skills.



I was very impressed with the turnout [of the open merger meeting], the active participation and the actual organising of the meeting. Your support has really been appreciated by us all. You kept us grounded and provided just the right amount of guidance without taking things over. This was so important when the group was working on the Terms of Reference and Service Commitment... You're doing a great job!

Rutland House Surgery
PPG member

Morris House Group Practice

We liaised with staff at Morris House Group Practice to produce a draft support plan and we conducted a patient survey.

The 157 Medical Practice

We attended and spoke about PPG development at a PPG meeting. We showed the PPG members what resources were available on the Healthwatch Haringey website and talked about support available for pathfinder practices. As a result, some PPG members took up the offer of Zoom training and attended the PPG Conference in June.

Staunton Group Practice

We attended a Staunton Group Practice PPG meeting to talk about the Zoom training and resources available for PPG members. As a result of this meeting and other contact with Staunton PPG, the Chair of the PPG agreed to speak at PPG Conference on the use of eConsult at the surgery and other Staunton PPG members took up the offer of training and attended Network meetings and the PPG Conference.

Other PPGs and practices

We worked with other PPGs from time to time, to advise and to signpost to resources. The following practices / PPGs received support or advice during the life of the project or expressed an interest in becoming pathfinder practices: Bounds Green Group Practice, Bridge House Medical Practice, Charlton House Medical Centre, Highgate Group Practice, The Muswell Hill Practice, St Ann's Road Surgery and Westbury Medical Centre.



Reporting on GP access

As part of the development project, NCL CCG asked us to find out how the move to digital consultations, and away from face-to-face appointments, had affected patients.

We interviewed PPG members, GPs and Practice Managers in November and December 2020. We found that there had been a clear negative impact on some patients in the move away from face-to-face consultations. Most patients expressed a concern about this, either for themselves or for other patients who experience language barriers, mental health issues, multiple illnesses, or some disabilities.

Our recommendations included:

Booking an appointment over the phone

- When calling the practice patients should be put through to a receptionist with minimum delay. Long recorded messages / lists of options (over two minutes) should be removed.
- Reception staff should not require detailed information about symptoms before booking appointments with clinical staff.
- Practices should make sure their website homepage carries up to date and accurate information, including telephone number and opening times. These should be clearly displayed and easily accessible.

Telephone or face-to-face consultations

- Face-to-face consultations should be retained and reinstated as soon as practicable, and patients should be made aware that they can request a face-to-face consultation.

eConsult

- Practices should review the use of eConsult and other digital platforms in partnership with their PPG and wider patient group.
- Data should be gathered on the success or failure of e-consultations.

We published our report 'Accessing GP Services: Evaluating phone, video and face-to-face appointments in Haringey' and shared key findings and recommendations at the PPG Conference in June 2021.

Read the report here:
<https://www.healthwatchharingey.org.uk/report/2021-06-16/haringey-gp-access-report-looks-face-face-phone-and-video-appointments>



Training for PPG members

Our research and interviews at the beginning of the project revealed that many PPGs had ceased operating during the coronavirus pandemic as they were unable to hold in person meetings at their practices.

There was an appetite to continue meetings online but there was a 'skills gap'...

It was evident that some people were comfortable with accessing meetings on the Zoom platform and some were comfortable with attending Teams meetings, but there were very few who were able to host Zoom meetings. We developed and provided training to enable PPG members to attend and host their PPG meetings online.

Online training sessions - Using Zoom in your PPG

In total we provided seven Zoom training sessions on attending and hosting an online PPG meeting. 19 PPG members from nine practices attended these sessions at least once. The practices were Staunton Group Practice, The Muswell Hill Practice, Rutland House Surgery, Queens Avenue Surgery, Queenswood Medical Practice, JS Medical Practice, Morris House Group Practice, Tynemouth Medical Practice and West Green Surgery. We are grateful to PPG members who helped to develop the training by attending 'test sessions' and giving their feedback. The final two Zoom training sessions took place in July 2021. These were:

PPG Chair's / Member's Training:

Hosting a Zoom meeting - Part 1

Scheduling a meeting; The waiting room and/or passwords; Creating hosts or co-hosts; Muting - bulk muting and individual muting; Raising and lowering hands; Recording the meeting.

PPG Chair's / Member's Training:

Hosting a Zoom meeting - Part 2

Allowing screen share; Disabling chat; Downloading chat; Sharing documents in chat (file transfer); Removing people from the meeting; Creating a poll.

The presentations for these two sessions are available on the Healthwatch Haringey website.



Thanks... for the excellent session yesterday. I learnt so much thanks for your patience and enthusiasm, which emanated to us all. Because you took the time to engage with us individually, it made the session enjoyable. I look forward to further sessions.

PPG Member,
Queenswood Medical Practice.



Thanks so much for your support. I'm so pleased to have the resources that Healthwatch Haringey provides as a newish member of the Staunton Group Practice PPG.

PPG Member,
Staunton Group Practice.

Training resources on the Healthwatch Haringey website

We asked our PPG Steering Group and the wider PPG network what kind of training they would like, to enable them to run their PPGs more effectively. Following that feedback, we created a page on the Healthwatch Haringey website where we publicised training sessions and provided links to external training resources. PPG Members wanted to know how the NHS works so we provided a link to a free online course and a short video. We also provided a link to the National Association for Patient Participation. On the PPG Toolkit page, we added an NHS Jargon Buster at the request of the PPG Steering Group.

<https://www.healthwatchharingey.org.uk/patient-participation-group-ppg-training>

The future of Haringey PPGs

How we will be supporting you

We continue to facilitate regular Network meetings which are open to all patients and carers in Haringey. At the network meetings PPG members share experiences and information that will be of help to people looking to set up or improve the effectiveness of their own practice's PPG. Details of upcoming network meetings, presentations and notes from past meetings are provided on a dedicated Healthwatch Haringey web page.

<https://www.healthwatchharingey.org.uk/haringey-ppg-network-meetings>



Thank you

We would like to thank the following for their support of our PPG development project, as their involvement added real value.

PPG Steering Group

Omar Ahmed, Bounds Green Group Practice

Faye Brittain, Public Voice

Gabriella Calimandri, Tynemouth Medical Practice

Dr Peter Christian, Muswell Hill Practice

Graham Day, St Ann's Road Surgery

Dr Dina Dhorajiwala, The Vale Practice

Rose Echlin, Queens Avenue Surgery

Nick Ingles, Queenswood Medical Practice

Bal Kullar, Bounds Green Group Practice

Paul Mackney, Rutland House Surgery

Esther Myerson, Staunton Group Practice

Dr Sheena Patel, Bounds Green Group Practice

Jalak Shukla, Federated4Health

Paul Zickel, West Green Surgery

Practices

The 157 Medical Practice

Bounds Green Group Practice Bridge House

Charlton House Medical Centre

Highgate Group Practice

Morris House Group Practice

Muswell Hill Practice

Rutland House Surgery / Queens Avenue Surgery

St Ann's Road Surgery

Staunton Group Practice

Tynemouth Medical Practice

Westbury Medical Centre

Haringey PPG Network meeting / Conference speakers and panellists

Omar Ahmed

Chris Atherton

Gabriella Calimandri

Dr Peter Christian

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