

# PPG Network Meeting Summary – September/October 2025

## Agenda Items:

1. **Primary Care Quality Team Update** – Presented by Lisa Roberts and Jessica Timmons
2. **PPG Recruitment and Representation** – Led by Hannah Morton

## Primary Care Quality Team Update

- The team shared insights from recent quality visits, highlighting how PPGs contribute to outpatient surveys, community issue escalation, and promotional campaigns.
- Challenges in practice engagement were discussed.
- Suggestions included persistent follow-up with practices and requesting action plans to improve transparency.
- The potential for including PPG perspectives in future quality visits was raised, with plans to explore this further.

## PPG Recruitment and Representation

- Strategies for recruiting new members were shared, including digital and community outreach, and targeting specific skills like social media.
- Improving representation was discussed through demographic reviews and targeted engagement.
- Ideas to increase participation included hybrid meetings, flexible formats, and offering recognition or incentives.
- Methods for capturing patient voice were explored, such as open days, surveys, newsletters, and using existing feedback channels.
- A case study was presented showing how a PPG helped improve flu clinic logistics and patient experience through volunteer coordination and feedback.

## Looking Ahead

- The future of PPG network facilitation/support amid ICB reorganisation remains uncertain. We will do our best to keep the same level of support and continue to keep you updated. Feedback on the value of the network will be shared.

## Follow-Up Actions

- Discuss and consider supporting and encouraging the practice of each PPG producing an annual review to share activities and best practice (Lisa, Jess)
- Explore options for including PPG perspectives in quality visits and clarify the potential role of PPG representatives during these visits. (Lisa, Jess)
- Review and clarify the process for PPG chairs to access or discuss the practice's quality visit action plan, specifically regarding PPG-related feedback. (Lisa, Jess)
- Write up a short summary of the flu clinic marshal initiative and its impact for sharing with the wider PPG network. (Ian, Hannah).