

**Feedback from Scarborough and Ryedale Patient Representatives - 11 December 2019  
Proposed Engagement Model for North Yorkshire CCG**

What has worked well?	What not so well?
<ul style="list-style-type: none"> <li>• <b>Quarterly meetings</b> Continue to have speakers at the meetings Great networking opportunities Share ideas with other GP Practices</li> <li>• <b>CCG Newsletters</b></li> <li>• <b>Improved relationships with CCG and GP Practice</b></li> <li>• <b>The Loop</b></li> <li>• <b>Commissioning Maze</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Recruiting to the GP Patient Groups</b></li> <li>• <b>Locality issues (Urban to rural) both have different issues and so common practice cannot always be shared with other PPGs</b></li> </ul>
How can we improve?	What do you want to see more of?
<ul style="list-style-type: none"> <li>• <b>Quarterly meetings (format)</b> Continue to have speakers at the meetings “Member agenda items” first, as we run out of time Members to submit any questions before the meeting to give time for more detailed answers</li> <li>• <b>Communication</b> - Patient Reps to hear news before it is in the media</li> <li>• <b>Newsletters</b> - to include links to local hospital and Healthwatch of relevant local reports</li> <li>• <b>Accessibility</b> - go to where the people are</li> </ul>	<p><b>Local information</b> - To see more current information about Scarborough Hospital ie: waiting times, local commissioning issues</p> <p>Live streaming of meetings</p> <p>More GPs involved in these groups</p> <p>Myth busting – we have heard, is it true?</p> <p>Linking in with MPs</p>

## **The proposed model**

### **Local meetings**

- If two meetings locally request that one is not in December
- Follow the same agenda format/speakers/local issues

### **Annual Meeting**

- Central and accessible
- Expenses available
- Invite practice managers to these event
- Could transport be provided
- Live streaming

### **Health Engagement Networks Representatives (HEN)**

- Like the sound of HEN representatives, non-voting members of the Governing Body