

Patient Partnership Engagement Group
30th November 2018
Seminar Room, Rose Centre

In Attendance	
Name	Post
Avey Bhatia (Chair) (AB)	Chief Nurse
Stephen Boorman(SB)	Patient Partner
Richard Lloyd- Booth (RLB)	Deputy Chief Nurse
Suzanne Davies(SD)	Patient Partner
Hazel Ingram(HI)	Patient Partner
William Wells (WW)	Patient Partner
Anna Mahoney (AM)	Patient Partner
Donald Roy (DR)	Governor Healthwatch Wandsworth
Nicholas Low (NL)	Patient Partner
Khalid Simmons	Public Governor, Merton
Stella Roberts (SR)	Head of Midwifery
Emily Sands(ES)	Communications Manager
Sarah Cook (SC)	Health Watch Manager Wandsworth
Sarah Duncan (SD)	Patient Experience Manager
Carole Morris(CM)	Volunteer
Mary Prior (MP)	Assistant Director of Facilities
Apologies	
Name	Post
Ricky Lucock (RL)	Patient Partner
Alex Dennis (AD)	Head of Volunteers
Elizabeth Palmer (EP)	Director of Quality Governance
Dipannita Betal (DB)	Patient Partner
Trudi Kemp	Patient Partner
Helen McHugh	DDNG - CWDT
Maxine Armantrading	DDNG – MedCard
Stephanie Sweeney	DDNG - SNTC

Minutes of the Meeting:	Lead
1. Welcome and Review of last minutes	AB
<p>RLB welcomed the group and invited introductions. Apologies were noted as above.</p> <p>The minutes of the last meeting held on October 30th 2018 were approved as an accurate record of proceedings.</p> <p>Action Log:</p> <p>RLB advised that the strategy is being updated and that the external website is being revised.</p>	
2. Strategy Update	RM
<p>It was agreed that patient partnership will be part of the wider clinical strategy that is being planned. The strategy will include transformation of services, address wider themes arising within services and an improvement in partnership services with other Trusts. RM assured of public engagement throughout the transformation process with the support of Healthwatch.</p> <p>AB advised that the strategy should clearly acknowledge the needs and expectations of staff. Members underscored the need to ensure that difficult to reach groups are involved in the process. RM invited members to attend the outreach events on the strategy.</p> <p>Care4Me website was suggested as a resource for patient groups in Wandsworth. This was seen as a way to engage “hard to reach” groups.</p>	
3. Workstream Updates	All
<p>RLB gave an overview of the transformational process noting the key focus on improving patient experience. Maternity Voices was noted as part of the Maternity transformation and Urology was noted as part of the outpatients’ transformation process.</p> <p>Members were invited to be actively involved in the transformation process with specific mention of the surgical admissions work around the screening of patients. Sue Fox was highlighted as part of the transformational work in Discharge.</p> <p>Telemedicine and the use of apps are being considered as part of the care delivery process.</p> <p>A treatment centre is being developed at QMH and a key part of the strategy is to increase patient partnership. A new patient partnership group was formed .</p> <p>A transformation representative is expected to join the PPEG group to provide regular updates.</p>	

RLB advised members that January 2019 will signal a more detailed focus on workstreams.	
5. Complaints and PALS	SD
<p>SD briefed on the categorizing of complaints in green (40 working days turnover), red (60 working days turnover) and amber from November 2018.</p> <p>Key themes arising in incoming complaints were communication, clinical treatment and appointments. Surgery and Therapeutics were the key medical areas where complaints were raised.</p> <p>PALS</p> <p>66% of PALS were resolved daily and 85% within one week. Surgery division and appointment concerns were the key areas highlighted.</p> <p>Focus is now being placed on shared learning. Divisional action trackers on learning were presented to the divisional governance boards with EOLC, discharge and appointments as the key learning's. Focus groups and other strategies will be used in improving the complaints process.</p> <p>AB underscored the need to meet the response times on complaints.</p>	
6. PLACE	MP
<p>A PLACE audit was undertaken in August 2018 for one week and was led by patients at both Queen Mary's and St Georges Hospital.</p> <p>Audits covered cleanliness, the organization of food and food on wards, privacy, dignity and wellbeing, condition, appearance and maintenance, dementia and disability. Some areas were mandatory while others were chosen by patient partners.</p> <p>Several actions were taken on wards across each area of assessment- Audits were part of the ward accreditation, regular monitoring have been put in place, a ban was placed on tapes and posters on walls and windows, easier access to food 24/7 for patients, updated facilities including disability access.</p> <p>Members were encouraged to participate in the PLACE assessments.</p>	
6. AOB	
Healthwatch leaflets were distributed for awareness.	
Date and Time of Next Meeting: January 29th GVR 1.052	