

**Patient Partnership Engagement Group**

**29th January 2019**

**GVR 1.052**

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| **In Attendance** | |
| **Name** | **Post** |
| Ricky Lucock (RL) | Patient Partner |
| Stephen Boorman(SB) | Patient Partner |
| Richard Lloyd- Booth (RLB) | Deputy Chief Nurse |
| Veronica Rechere | Patient Partner |
| Hazel Ingram(HI) | Patient Partner |
| Liz Azram | Co-Chair |
| Dipannita Betal (DB) | Patient Partner |
| Alex Dennis (AD) | Head of Volunteers |
| Anna Mahoney (AM) | Patient Partner |
| Donald Roy (DR) | Governor Healthwatch Wandsworth |
| Nicholas Low (NL) | Patient Partner |
| Khalid Simmons | Public Governor, Merton |
| Janice Minter | Lead Cancer Nurse |
| Emily Sands(ES) | Communications Manager |
| Sarah Cook (SC) | Health Watch Manager Wandsworth |
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| **Apologies** | |
| **Name** | **Post** |
| William Wells (WW) | Patient Partner |
| Sue Fox | Patient Partner |
| Avey Bhatia (Chair) (AB) | Chief Nurse |
| Jenni Doman | Dep. Head of facilities |
| Elizabeth Palmer (EP) | Director of Quality Governance |
| Mary Prior (MP) | Assistant Director of Facilities |
| Trudi Kemp | Patient Partner |
| Michael Nayagam | Patient Partner |
| Helen McHugh | DDNG - CWDT |
| Charlotte James | Director of Midwifery |
| Stephanie Sweeney | DDNG - SNTC |

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| **Minutes of the Meeting:** | **Lead** |
| **1. Welcome and Review of last minutes** | RLB |
| RLB welcomed members and invited introductions.  The minutes were agreed as presented. |  |
| **2. National Cancer Patients Experience Survey** | JM |
| Members were given an overview of the Survey commissioned and managed by NHSE. The report showed that 609 patients participated resulting in a Trust score of 53%.  There was noted improvement in access to Cancer research, patient support and contact with nurse specialists, access to financial benefits and access to treatment information. Patients also acknowledged the options offered during their care.  The nest steps include developing a pro-active action plan and collecting real time data to ensure a focus on areas for improvement. Patients will now be grouped based on common cancer diseases and focus will be placed on improving communication between patients and staff while providing skills training for Cancer Nurses and MacMillan support for CNS’s. The aim is to increase communication around palliative care and other sensitive issues in the patient care process.  The Friends and family test will be distributed by text messaging for easier access and responses. |  |
| **3. Maternity Patients Survey results** | SR |
| Members were briefed on the results of the Picker led maternity survey noting the steady performance of the trust over the last two years. The survey is distributed to each patient and 329 participated. 93% were pleased with access to birthing options, 98% were pleased with the help and support from midwives and 97% on skin to skin contact.  Improvements were noted in the emotional support given during pregnancy, labour and postnatal care; the knowledge of midwives on the patients’ medical history and advice given from health professionals on the babies health and progress.  Improvement is needed in the choices in antenatal care, the need for community hubs and support groups, postnatal delayed discharges and consistency of breast feeding advice.  A 5 year Better births plan is underway with pathways focused on improving across all areas. A new Discharge Coordinator is now in place to improve the discharge process. |  |
| **5. Strategy and work streams update** | RLB |
| The strategy was ratified in November 2018.  On capturing feedback, inpatient questions have been revised to include patient discharge and noise at night. A bespoke questionnaire will be given to carers and will be part of the real time feedback. Braille options are also being considered.  You said, we did posters are being trialed and electronic notice boards are being sourced by the Charity for wards to showcase patient experience headlines and information.  The St Georges website now has a dedicated webpage on Patient partnership. All surveys are now online for easy access. RLB navigated the web page to guide members and noted a patient partnership engagement group toolkit is being created for new groups which will be added to the web page. Contact details on each patient group will be placed on the web page along with linkages to other key patient areas.  The meeting discussed work streams and interests in being more active. |RLB clarified the work stream sheets distributed a the last meeting and encouraged leads to contact members. |  |
| **6. PPEG Strategy launch** | **RLB** |
| A soft launch of the strategy was discussed with considerations for a Grosvenor Wing lobby launch event and an e-launch on social media and on the web page. |  |
| **6. AOB** |  |
| RLB updated on the Nursing Associates initiative regulated by the NMC as an access route into nursing. The trust is a pilot site with 8 qualified nurses being evaluated over a six month period. 24 are expected to qualify by January 2020.  Rebranding of the Trust- members were briefed on the new colour changes on all PR material across the Trust and on e-platforms. This initiative is being funded by 24hrs in A&E. Ideas will be brought o PPEG members for vetting during the course of rebranding.  Heathwatch announced an event on mental health in February which will include a Talk Wandsworth service, and a GP’s workshop at QMH in May. |  |
| **Date and Time of Next Meeting: February 26th 2019** |  |