

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

In Attendance	
Name	Post
Avey Bhatia (Chair) (AB)	Chief Nurse
Liz Aram (Co-Chair) (LA)	Patient Partner
Richard Lloyd- Booth (RLB)	Deputy Chief Nurse
William Wells (WW)	Patient Partner
Anna Mahoney (AM)	Patient Partner
Sue Fox (SF)	Patient Partner
Nicholas Low (NL)	Patient Partner
Ricky Lucock (RL)	Patient Partner
Stella Roberts (SR)	Head of Midwifery
Alex Dennis (AD)	Head of Volunteers
Elizabeth Palmer (EP)	Director of Quality Governance
Mary Prior (MP)	Assistant Director of Facilities
Sarah Cook (SC)	Health Watch Manager Wandsworth
Diane Lee (DL)	Project Manager
Dipannita Betal (DB)	Patient Partner
Beverley Van der Molen (BV)	
Selina Harris (Minute Taker) (SH)	EA to Chief Nurse
Apologies	
Name	Post
Donald Roy	Governor, Healthwatch Wandsworth
Helen McHugh	DDNG - CWDT
Maxine Armantrading	DDNG – MedCard
Stephanie Sweeney	DDNG - SNTC
Emily Sands	Communications Manager

Minutes of the Meeting:	Lead
1. Welcome and Review of last minutes	AB
<p>AB welcomed the group and all present introduced themselves. The minutes from the last meeting were agreed. The actions from the last meeting were to continue formulating the strategy and for RLB to circulate James Friend's presentation.</p>	
2. Strategy Update	AB LA
<p>AB advised that the Board had approved the Patient Partnership and Experience Strategy and would like to be regularly updated as necessary. It was also noted that the document went to the sub-committee – Quality and Safety Committee where it was also approved.</p> <p>RLB confirmed that the photos had been approved and that hard copies will be professionally produced. These photos will be circulated to key stakeholders and key members of staff as well as the strategy being available on the external website. It was suggested for more photos to be taken in time to reflect the diversity amongst the group.</p>	
3. Involving Patients to Improve Cancer Care	BV
<p>BV discussed a presentation on 'Involving Patients to Improve Cancer Care'. The presentation included:</p> <ol style="list-style-type: none"> 1. The background of patient involvement in cancer services 2. Challenges – assessing harder to reach communities and the impact of GDPR (reducing contacts from 138 to 50) 3. Key achievements – Listening events, BME event – to tail onto another event which has a strong representation of the group that is being appealed to, Bi-Annual newsletter (Cancer Connect) which is available in key cancer areas throughout the Trust and produced in the Winter and Summer. 4. Recommendations – the vision is for everyone to be aware of 'Voice'. 'Voice' has been running for about 5 years. 	
4. Workstream Allocation and Brief	RLB
<p>RLB will send through a revised list of the workstream.</p> <p>RLB will circulate further information on the role of the new Nursing Associates to the group.</p> <p>AB advised that engagement with 'Hard to Reach Groups' will need to be added to this document.</p> <p>It was agreed for Trust leaders for each area to be identified. It was also agreed for Patient Partners to advise RLB on their expertise for any relevant areas.</p> <p>DL advised that the Trust is in the process of re-contracting the Soft FM Services as the current contract is 10 years old and due for renewal. It was confirmed that a Bidders Day was held earlier this month and DL was keen to hear things that work well from this group. DL therefore asked for any comments on Soft FM Services to be sent through to her.</p> <p>It was agreed for PLACE to be sent out before the next meeting.</p> <p>The following was agreed as areas for each Patient Partner to focus on:</p> <p>RL – Transformation (Outpatients)</p> <p>LA – Comms</p>	

NL – All but Comms SC – PLACE, Comms WW – Transformation (particularly Urology), Comms (expanding the concept of suggestion boxes) DB – Comms, Transformation (Outpatients)	
5. Open Visiting	RLB
<p>It was advised that the Trust's general rule for open visiting currently stands at 2-8pm. It was discussed that in light of Dementia patients requiring extra support, particularly from their carer/s, there are plans to enhance patient care and involve carers much more. The group discussed their experiences of visiting hours and it was noted that this varies across the Trust.</p> <p>It was agreed that our visiting hours should be explicitly clear on our external website. Flexibility would certainly be necessary although parameters for behaviours clearly in place. RLB confirmed that once the Visitors Charter is agreed, it would be necessary for this to be displayed on the entrance of every ward. The group agreed to go out to specific areas with a draft of the Visitors Charter for further review and comments. This would need to be signed off by December.</p>	
6. AOB	
None.	
Date and Time of Next Meeting: Tuesday 27th November 2018 2.30-4.30pm in The Rose Centre	