

**Minutes of Patient Partnership Engagement Group**  
**26<sup>th</sup> March 2019**  
**GVR 1.052**

<b>Full Membership</b>		
<b>Name</b>	<b>Title</b>	<b>Initials</b>
Avey Bhatia	Chief Nurse	AB
Richard Lloyd-Booth	Deputy Chief Nurse	RLB
William Wells	Patient Partner	WW
Veronica Rechere	Patient Partner	VR
Stephen Boorman	Patient Partner	SB
Liz Aram	Patient Partner/Co-Chair	LA
Anna Mahoney	Patient Partner	AM
Sue Fox	Patient Partner	SF
Hazel Ingram	Patient Partner	HI
Nicholas Low	Patient Partner	NL
Michael Nayagam	Patient Partner/Staff Nurse representative	MN
Ricky Lucock	Patient Partner	RL
Dipannita Betal	Patient Partner	DB
Derek McKee	Public Governor, Merton	DM
Donald Roy	Governor, Healthwatch Wandsworth	DR
Khalid Simmons	Public Governor, Wandsworth	KS
Carole Morris	Patient Partner	CM
Helen McHugh	Divisional Director of Nursing CWDT	HM
Jo Hunter	Divisional Director of Nursing Med-card	JH
Stephanie Sweeney	Divisional Director of Nursing SCNT	SS
Charlotte James	Director of Midwifery	CJ
Zoe Holmes	Head of Volunteers	ZH
Wendy Pullinger	Deputy Chief Pharmacist	WP
Elizabeth Palmer	Director of Quality Governance	EP
Jenni Doman	Assistant Director of Facilities	JD
Mary Prior	Assistant Director of Facilities	MP
Emily Sands	Communications Manager	ES
Richard Coxon	Foundation Trust Membership Manager	RC
Sarah Cook	Health Watch Manager Wandsworth	SC
Stella Roberts	Head of Midwifery	SR
Matthew Pullar	Head of Process Redesign, Efficiency & Transformation	MP
Chris Van D'Arque	Head of Chaplaincy	CV
<b>In Attendance at meeting of March 26<sup>th</sup> 2019</b>		
Avey Bhatia	Chief Nurse	AB
Richard Lloyd-Booth	Deputy Chief Nurse	RLB
William Wells	Patient Partner	WW
Veronica Rechere	Patient Partner	VR
Ricky Lucock	Patient Partner	RL
Sue Fox	Patient Partner	SF
Dipannita Betal	Patient Partner	DB
Nicholas Low	Patient Partner	NL
Fraser Syme	Patient Partner	FS
Stephanie Sweeney	Divisional Director of Nursing SCNT	SS

Emily Sands	Communications Manager	ES
Richard Coxon	Foundation Trust Membership Manager	RC
Sarah Cook	Health Watch Manager Wandsworth	SC
Stella Roberts	Head of Midwifery- Deputizing for Divisional Director	SR
Jonny Hay	Lead Pharmacist- Patient Services	JH
Jo Hunter	Divisional Director of Nursing Med-card	JH
Wendy Pullinger	Deputy Chief Pharmacist	WP
<b>Apologies</b>		
Liz Aram	Patient Partner/Co-Chair	LA
Elizabeth Palmer	Director of Quality Governance	EP
Paul Courtman	Hon Quality	PC
Hazel Ingram	Patient Partner	HI
Anna Mahoney	Patient Partner	AM
Donald Roy	Governor, Healthwatch Wandsworth	DR
Khalid Simmons	Public Governor, Wandsworth	KS
Wendy Pullinger	Deputy Chief Pharmacist	WP
Sarah Cook	Health Watch Manager Wandsworth	SC
Helen McHugh	Divisional Director of Nursing CWDT	HM
Mary Prior	Assistant Director of Facilities	MP
Jenni Doman	Assistant Director of Facilities	JD
<b>Administration</b>		
Wanda Lamey	Nursing Projects and Patient Partnership Coordinator	WL

### 1. Welcome and Apologies

RLB welcomed members, invited introductions and noted the apologies as set out above.

The minutes were reviewed and accepted with the addition of Janice Minter to the attendance record.

### 2. Overview & Work stream breakout sessions

WW updated on the Urology User Group noting that they are keen on finalising their start. RLB advised on an earlier meeting with the team and offered additional support.

NL informed of his experience as part of the Ward Accreditation team and visits to wards. Viewed it as an incredible opportunity to engage with patients and staff. RL also participated in the visits and volunteered for involvement in any learning disability related activities.

FS reported on the Dermatology User Group and raised concern on the slow progress being made with clinicians. This has affected the recruitment process with 8-10 persons attending the last meeting. Concern was also raised on the absence of information on how to claim on expenses. RLB noted the concerns and advised that these will be looked into.

**Action:** Details for Fraser Syme to be sent to the Transformation lead.

CW updated on Maternity Voices, advising of a grant that will allow them to achieve the national objectives as part of the national transformation of maternity services. Posters have been printed with contact details as a way of driving interest. RLB suggested using online platforms to facilitate instant registration, a central email system and to increase communications.

SF advised on techniques used by Macmillan Voices to generate membership and mobilise patient partners.

SC suggested using mailchimp in line with GDPR regulations based on her experiences at HealthWatch.

### 3. Mystery Shoppers

WP gave an overview of the Mystery Shoppers initiative that will be led by JH. JH advised of the aim of the initiative to uncover challenges faced by Pharmacy users. Patient partners were asked to volunteer to provide feedback on dispensary services on a six monthly basis. NL volunteered and Chelone Woo agreed to speak with maternity patients about involvement.

### 4. Works Stream Updates

**Communications-** ES advised that a recruitment poster was being developed to promote involvement in patient user groups. User Group details are being added to the Trust website with links to contact details of the respective groups. Social media, particularly the Trusts Twitter account (23.000 followers) will be used to profile patient partnership.

**Transformation-** RLB to discuss further involvements with Matthew Pullar.

**Evaluations and Assessments-** PLACE inspection dates are to be announced. New participations in the Ward Accreditation visits were acknowledged and the meeting was informed of the next visit to outpatients. On the Nurse Associates programme, the meeting was advised of eight newly qualified nurse associates with twenty-two expected to qualify in January 2020.

AB thanked members for their support and advised of new changes for outpatient's transformation and the need for the involvement of patient voices to guide the delivery.

RLB updated on Patient Support noting the launch of Open Visiting across the Trust where visitors are now free to visit between 8am and 8pm. This was launched initially on Kent ward and will be made Trust wide on April 1<sup>st</sup> 2019 with the aim of reviewing its effectiveness every 6 months. PPEG members were invited to assist in erecting posters along with staff.

On the concerns raised about the PALS service members were advised that this would be explored with the aim of resolving issues where possible in real time with walk-in users.

#### **5. Strategy Update**

The strategy has been ratified and is available on the Trust website. Surveys are to be done at a later time on its effectiveness.

#### **4. AOB**

RLB informed of the upcoming National Patient Experience week April 22<sup>nd</sup> - 26<sup>th</sup> 2019 and the intention of celebrating at St Georges. The aim is to have patient user groups and services displayed in the Grosvenor Wing lobby.

The Trust strategy will also be launched within that week on April 23<sup>rd</sup> 2019. Members were encouraged to provide feedback on the Trust Strategy.

Healthwatch invited interest for a speaker at their upcoming event in April, RLB agreed to discuss further.

Date of the next meeting: **May 21<sup>st</sup> 2019**