

**Minutes of Patient Partnership Engagement Group * Special Meeting
 21st May 2019
 McEntee Seminar Room 2:30-3:30pm**

Full Membership		
Name	Title	Initials
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
Khalid Simmons	Public Governor, Wandsworth	KS
Carole Morris	Patient Partner	CM
Fraser Syme	Patient Partner	FS
Graham Syme	Patient Partner	GS
Alison Ludlam	Divisional Director of Nursing CWDT	AL
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
In Attendance at meeting of May 21st 2019		
Dipannita Betal	Patient Partner	DB
Sue Fox	Patient Partner	SF
Khalid Simmons	Public Governor, Wandsworth	KS
Richard Lloyd-Booth	Deputy Chief Nurse	RLB
William Wells	Patient Partner	WW
Liz Aram	Patient Partner/Co-Chair	LA
Nicholas Low	Patient Partner	NL
Fraser Syme	Patient Partner	FS
Graham Syme	Patient Partner	GS

Apologies		
Hazel Ingram	Patient Partner	HI
Ricky Lucock	Patient Partner	RL
Carole Morris	Patient Partner	CM
Chelone Lee-Woo	Maternity Voices	CLW
Veronica Rechere	Patient Partner	VR
Anna Mahoney	Patient Partner	AM
Derek McKee	Public Governor, Merton	DM
Avey Bhatia	Chief Nurse	AB
Administration		
Wanda Lamey	Corporate Nursing Projects and Patient Partnership Coordinator	WL

OPENING ADMINISTRATION

1. Welcome and Apologies

RLB welcomed members, and briefed on the shortened and special focus of the meeting on the way forward for the PPEG. Only patient partners were invited to attend this meeting and members were advised that Co-Chair Liz Aram will lead the latter part of the meeting with patient partners to discuss concerns to date and agree a way forward. Minutes will not be taken for this session.

Members were further advised that Avey Bhatia, Chief Nurse and Chair and Liz Aram will attend the May Council of Governors (COG) meeting to present a report on the PPEG.

2. Minutes of the last meeting held 30th April 2019

The minutes were reviewed with one amendment- GS suggested that the Induction Course document under Dementia Awareness should ask patients how they want to be addressed and have provisions for their full name.

3. Matters Arising and Actions

RLB to circulate the Discharge preparation sheet and Don't take your troubles home poster for review.

The meeting agreed that the TOR amendments are to be discussed at the COG meeting. RLB advised of the need for further review to provide assurance to the Board. GS suggested that the TOR lacks operational flow which is needed for clarity.

4. Patient Partners feedback

WW raised concern over the lack of involvement in Transformation and underscored interest for the Urology User Group Co-Chair Jai Seth to meet on transformation initiatives impacting Urology.

SF and NL raised concern on the Pharmacy Survey/Mystery Shopper initiative noting a lack of response on the start times.

LA suggested a breakdown of projects in the Trust where patient partners can then get involved. FS suggested a newsletter. Veronica Rechere's involvement in Paediatrics was highlighted and GS suggested that these are issues that can be put into a PPEG newsletter.

RLB proposed the need for more patient user groups to ensure that patient services are covered across the Trust. Members were advised that groups were expected to provide an annual report for feedback to the PPEG. Meetings will have a bi-monthly focus alternating on work stream updates and on a full operational meeting format. The new Strategy is due in

November 2019 and review work would be required over the next few months.

GSD suggested a quarterly report on PPEG achievements.

NL commended the updates and changes done on the Patient Experience and involvement website pages to date.

KS gave an overview of the COG and functions of the Membership Engagement Committee as a sub-group of the COG. Suggested that the PPEG be more operational and structured on practical issues affecting the Trust rather than at a strategic level. On the satisfaction of Governors on PPEG to date, KS noted concerns on what has been accomplished and the need for patient engagement to be in line with the needs of the Trust.

RLB noted that while most Foundation Trusts have patient experience committees they do not have a separate PPEG to tackle patient experience issues and in that way St Georges is leading and developing the PPEG initiative crafting a new course that will have its growth challenges.

Members were advised that the second part of the meeting will be a private session for patient partners and introduced LA to chair. RLB and WL exited the meeting. Minutes were not taken by the Trust for the "Taking Stock" section of the meeting.

Date of the next meeting: **June 18th 2019 GVR2.019**