

Minutes of Patient Partnership Engagement Group
30 July 2019
GVR2.019 2:30-4:30pm

Full Membership		
Name	Title	Initials
Avey Bhatia	Chief Nurse	AB
Richard Lloyd-Booth	Deputy Chief Nurse	RLB
Terence Joe	Head of Patient Partnership and Experience	TJ
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
Alfredo Benedicto	Governor- Merton Healthwatch	ABe
Carole Morris	Patient Partner	CM
Fraser Syme	Patient Partner	FS
Graham Syme	Patient Partner	GS
Marlene Johnson	HON and Nursing and Midwifery Governor	MJ
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
Jenni Doman	Assistant Director of Facilities	JD
Mary Prior	Assistant Director of Facilities	MP
Michael Reynolds	Communications Manager	MR
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 June 18th 2019		
Terence Joe	Head of Patient Partnership and Experience	TJ
Veronica Rechere	Patient Partner	VR
Michael Reynolds	Communications Manager	MR
Ricky Lucock	Patient Partner	RL
Hazel Ingram	Patient Partner	HI

Richard Coxon	Foundation Trust Membership Manager	RC
Sue Fox	Patient Partner	SF
Janice Minter	Head Cancer Nurse-Rep. Stephanie Sweeney SNCT	JM
Alison Ludlam	Divisional Director of Nursing CWDT	AL
Stella Roberts	Head of Midwifery	SR
Richard Lloyd-Booth	Deputy Chief Nurse	RLB
Stephanie Sweeney	Divisional Director of Nursing SCNT	SS
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
Sarah Cook	Health Watch Manager Wandsworth	SC
Marlene Johnson	HON and Nursing and Midwifery Governor	MJ
Matthew Pullar	Head of Process Redesign, Efficiency & Transformation	MP
Richard Mycroft	Governor SW Lambeth	RM
John Hallmark	Governor	JH
Paul Randall	HON ICU/Diagnostics- Rep. Alison Ludlam CWDT	PR
Apologies		
Stephen Boorman	Patient Partner	SB
Jai Seth	Consultant, Urology User Group	JS
Wendy Pullinger	Deputy Chief Pharmacist	WP
Michael Nayagam	Patient Partner/Staff Nurse representative	MN
Sarah Cook	Health Watch Manager Wandsworth	SC
Chris Van D'Arque	Head of Chaplaincy	CV
Carole Morris	Patient Partner	CM
Chelone Lee-Woo	Maternity Voices	CLW
Mary Prior	Assistant Director of Facilities	MP
Anna Mahoney	Patient Partner	AM
Alfredo Benedicto	Governor- Merton Healthwatch	ABe
Derek McKee	Public Governor, Merton	DM
Jo Hunter	Divisional Director of Nursing Med-card	JH
Dipannita Betal	Patient Partner	DB
Avey Bhatia	Chief Nurse	AB
Khalid Simmons	Public Governor, Wandsworth	KS
Administration		
Wanda Lamey	Corporate Nursing Projects and Patient Partnership Coordinator	WL

OPENING ADMINISTRATION

1. Welcome and Apologies

TJ welcomed members and introduced his new role as Head of Patient Partnership and Experience and invited introductions from members.

Marlene Johnson and Paul Randall attended on behalf of Jo Hunter and Janice Minter on behalf of Stephanie Sweeney. Apologies were also received as listed above.

2. Minutes of the last meeting held June 30th 2019 and Matters arising

Minutes were accepted as an accurate reflection of the meeting.

Action log:

Minute Item. 2- This item is now closed. RLB advised that nurses will be reminded to ask patients their name preference. MP advised GS of the availability of various fields for name preferences within Cerner.

Minute item 4.3- RLB advised of metrics that are assessed by the Board based on feedback collected across surveys including FFT and RATE surveys. These are presented as monthly reports to the Board. A dashboard will be presented to PPEG.

Action: Quality reports to be presented at the next PPEG meeting

Minute item 5- TJ confirmed that the strategy brainstorming workshop is scheduled for 16 August 2019.

3. Work Streams

Transformation:

MP reported on attending the Urology Group meeting to discuss coverage of urology patients in plans ahead. Gave assurance to continue working with the group to develop this. BW confirmed that the TOR is complete.

4. Emergency floor plans – David Roskams

DR presented a brief overview sheet on the intended consultation process for the ED initiative and advised that the plans are to be completed within a 3 year timescale with a significant budget that will improve the way that SGH serves its patients. The aim is to provide a seamless service in ED and will include mental health, ambulatory care, and expanded acute gynaecology service as well as ED Majors and Resus. A community Pharmacy will be added to improve services and there will be a specialist medicines provisions as well as rapid access to diagnostics and pathology. There will be a GP led type service at a care centre and an additional 30 beds.

A clinical working group will be set up in September 2019 with representatives across services and this will include patients with aligned care issues. PPEG members are invited to be part of this working group. DR emphasised that importance of patient feedback across the 3 year span of the project.

RM gave support from the MEC and requested more detail. LA requested specifics on the expected relationship with the PPEG going forward. DR assured that the project is in its initial stage and agreed to present further details to the PPEG when there is further detail.

5. Management of the PPEG

TJ presented a discussion paper outlining his projection for the PPEG over the next three years. This outlined the general expectations of the PPEG in line with the Trusts core priorities of Providing Stronger Foundations, Excellent Local Services, Closer Collaboration and Leading Specialist Healthcare. Members were advised of

four growth stages for the PPEG to develop the strategy in 2019, Short term goals for 2020, Medium term achievements for 2021-2023 and longer term goals to review, evaluate and develop the next strategy up to 2024. The paper also included a snapshot of the Annual PPEG Cycle of Business.

TJ then presented the PPEG engagement action plan concept and gave a general overview of specific initiatives that could work to internally build engagement with the PPEG and build the Trusts relationship with external partners and stakeholders who can support the work of the PPEG.

RL questioned the point of engagement of the PPEG ahead of decisions on what is to be undertaken and of members being advised of actions to take rather than deciding on what is to be done. SF requested a regular report of upcoming and new approaches being undertaken in the Trust as a guide for the PPEG. GS noted the proposal to receive User Group reports and requested details on a support strategy for User Groups. LA informed of plans for involvement in developing the strategy.

The meeting agreed to the Strategy Brainstorming session on Friday 16 August. Bill Wells, Ricky Lucock, Nicholas Low and Liz Aram volunteered to attend as well as Governors Richard Mycroft and John Hallmark.

WL clarified that the documents were concepts presented to show the scope of work that could be undertaken internally and externally by the PPEG to advance its agenda and not a replacement for the work to be undertaken with the strategy. The action plan concept was proposed as a guide reflecting needs previously raised by PPEG members and feeds into the strategic objectives and outcomes. WL underscored the importance of PPEG voices in creating and moving the plans and activities of the PPEG forward and asked for members to see the concepts as a guide to what could be achieved in partnership, proposed for members to provide feedback, ideas and insights on the way forward. Members were assured that their consistent involvement and feedback was an integral and welcomed part of the PPEG process.

RLB noted date challenges in the cycle of business and members agreed in principle to the annual plan.

Action: The PPEG cycle of Business is to be reviewed.

6. AOB

Patient Partners feedback:

Dermatology- GS and FS advised of the upcoming Dermatology stand in Grosvenor Wing which will include flyers, a banner and giveaways. Challenges were noted with communication and room bookings. Members were advised of on-going discussions and Matthew Pullar on involvements with transformation.

RLB advised of his departure from the Trust on August 21st and thanked members for the work undertaken to date. Members agreed to a leaving celebration for RLB.

TJ advised on upcoming interviews for a new Complaints investigation role and invited patient partners to be part of the interview panel. Nicholas Low and Veronica Rechere volunteered.

Ward accreditation hand outs were circulated as a reminder for PPEG members to participate. The hand out outlines how the audits are done, what is expected of the volunteers and the dates of upcoming audits. Nicholas Low and Hazel Ingram are the only PPEG members currently involved.

TJ thanked members for taking the time to attend and encouraged feedback on the proposed documents.

Date of the next meeting: 20 August 2019