

Minutes of Patient Partnership Engagement Group
20th August 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 |
| Chelone Lee-Wo | Maternity Voices Midwifery Rep. for the Division | CLW |
| 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 |
| Debbie Graham | Director of Midwifery | DG |
| 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 August 20th 2019 | | |
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| Fraser Syme | Patient Partner | FS |
| Graham Syme | Patient Partner | GS |
| Jonathan Hay | Representing Wendy Pullinger Deputy Chief Pharmacist | JH |
| Richard Mycroft | Governor SW Lambeth | RM |
| Hilary Harland | Public Governor | HH |
| Padraic Costello | Learning Disabilities Lead | PC |
| Apologies | | |
| Janice Minter | Head Cancer Nurse-Rep. Stephanie Sweeney SNCT | JM |
| Stella Roberts | Head of Midwifery | SR |
| Liz Aram | Patient Partner/Co-Chair | LA |
| Marlene Johnson | HON and Nursing and Midwifery Governor | MJ |
| John Hallmark | Governor | JH |
| Ricky Lucock | Patient Partner | RL |
| Jai Seth | Consultant, Urology User Group | JS |
| Wendy Pullinger | Deputy Chief Pharmacist | WP |
| Michael Nayagam | Patient Partner/Staff Nurse representative | MN |
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| 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 invited introductions from members.

Apologies:

Apologies were noted as listed above. Jonny Hay attended on behalf of Wendy Pullinger and Chelone Lee-Wo on behalf of Maternity.

2. Minutes of the last meeting held August 20th 2019 and Matters arising

Minutes were accepted as an accurate reflection of the meeting.

Action log:

Minute Item. 4.3 18/6/19 Dashboard to be presented at the next meeting.

Item 2 of 30/6/19 – Quality Reports to be presented at the next meeting

Item 5 of 30/6/19 Cycle of Business deferred to the next meeting.

3. Work Stream updates

Mystery Shopper

JH reported on the Mystery Shopper initiative brought to PPEG earlier this year. A template of the Mystery Shopper assessment was circulated for feedback. Members were briefed that participants will be provided with fake prescriptions and will be expected to complete the forms and share feedback on waiting times, quality of service and recommendations. Weekly Pharmacy meetings are held to look at patient services and PPEG were invited to attend as needed. Members shared their experiences with Pharmacy and raised concerns around prescription stocks and services.

Facilities and PLACE

MPr acknowledged the feedback received from the Facilities Surveys and commended NL for his participation and response. A detailed report will be given at the next meeting.

The PLACE will take place in September and will involve a 3 day review at St Georges and Queen Mary's Hospitals based on pre-set set questions. Meeting and training dates for patients and staff are scheduled for September 26th with a 9am and 1pm session, each being of 1 hour duration. This will be a patient led inspection where patients will be matched 2:1 with staff. A review will be presented to the Trust Board with a view to strengthening the programme.

Members shared their past experiences in support of the initiative. GS and WW volunteered to enlist patients from their User Groups.

Action: MPr to arrange a behind the scenes look at SGH for the PPEG members.

Divisional Updates

No current updates were provided by divisions.

4. Outcomes of the Strategy Brainstorming session

TJ shared the brainstorming session report and highlighted it as a first step in reviewing the partnership strategy. Members were provided an overview on the success of the session, noting the presentation from AB on the inclusion of the Partnership and Experience Strategy in the Quality and Safety Strategy. Members were advised of the proposal to consider the contents of the NHS strategy that was shared to PPEG members by email, in line with the patient experience agenda and the implications for the new strategy. Members were also advised of the proposal to consider a Charter and action plan rather than a detailed strategy.

The brainstorming sessions were focussed on setting the purpose of the PPEG and defining its core tasks. Members discussed the new direction and raised concerns about the capacity within PPEG to complete the strategy as a group and whether this should be drafted by the relevant persons and tabled at the PPEG for sign off. SF agreed that patient partners need more practical direction and an action plan that could be taken forward. RM highlighted the resources and commitment visible within the PPEG and supported the formulation of a draft document with patient partners being brought into segments that suit their capacity, noting his observation that members want to be actively involved. Members agreed and TJ assured that the involvement of PPEG members was critical to moving the strategy process forward and highlighted the significance of the brainstorming session in shaping the way forward.

Action: TJ to provide an initial draft PPE strategy for discussion and sign off.

Concerns were raised in general discussion on the awareness of the PPEG across services, including

whether clinicians have a mandate to involve patient partners. RLB assured that there was awareness and highlighted that the relationship between patient partners and clinicians may be limited by time constraints.

WW queried the lack of divisional budget support and the need for minimal budget and administrative support needed by respective User Groups and suggested a need for Trust Board agreement. GS supported this need for the Dermatology User Group.

RLB suggested using volunteers from the Volunteer Programme to provide administrative support to user groups. CLW agreed to pursue this option in Maternity.

In response to the lack of capacity concerns, WL proposed creating an internal framework to cross analyse the existing strategy, TOR, complaints and audit themes and patient partners feedback for clarity on the direction of the new strategy and to bring this back to the PPEG for discussion. The suggestion was also tabled for the previously circulated action plan concept to be tweaked in line with results of the cross analysis and brought back to the PPEG for members to discuss, refine and sign-off. Members supported the proposal.

TJ assured that internal resources are available to support the PPEG in developing the strategy and user groups across services and underscored the importance of the partnership and the active involvement of the patient partners.

6. AOB

TJ acknowledged RLB's departure from the Trust and thanked him for his contributions to advancing the patient experience agenda. RLB thanked members for the support during his tenure and for the work undertaken to develop the PPEG and extended his confidence in the continued growth of the patient partnership initiative.

Members were invited to engage in a farewell celebration after the meeting.

Date of the next meeting: **September 17th 2019**