

MINUTES OF PPEG MEETING
26 JANUARY 2021

Name	Title	Initials
Robert Bleasdale	Chief Nurse and Director of Infection Prevention and Control	RB
Stephanie Sweeney	Deputy Chief Nurse	SS
Terence Joe	Head of Patient Experience and Partnership, Chair	TJ
Liz Aram	Patient Partner, Co-Chair	LA
William Wells	Patient Partner	WW
Veronica Rechere	Patient Partner	VR
Mitchell Fernandez	Assistant Chief Nurse	MF
Sue Fox	Patient Partner	SF
Nicholas Low	Patient Partner	NL
Michael Nayagam	Patient Partner/Staff Nurse representative	MN
Ricky Lucock	Patient Partner	RL
Alfredo Benedicto	Trust Governor, Merton	ABe
Richard Mycroft	Governor, SW Lambeth	RM
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 for Children, Womens, Diagnostics, Therapies and Critical Care	AL
Jo Hunter	Divisional Director for Nursing & Governance for Medicine and Cardiology Division	JH

Victoria Morrison	Divisional Director of Nursing Surgery, Neurosciences, Cancer and Theatres	VM
Wendy Pullinger	Deputy Chief Pharmacist	WP
Michael Reynolds	Communications Manager	MR
Richard Coxon	Membership Manager	RC
Sarah Cook	Health Watch Manager Wandsworth	SC
Chris Van D'Arque	Head of Chaplaincy	CV
Zenobia Cowan – Davies	Health Watch	ZC
Rachel Boland	Nurse Consultant, Paediatrics	RB
John Hallmark	Governor, Wandsworth	JH
Jenni Doman	Deputy Director of Estates and Facilities	JD
Carolyn Johnstone	Deputy Chief Medical Officer	CJ
Veronica Rechere	Patient Partner	VR
Nicholas Low	Patient Partner	NL
Matthew Pullar	Deputy Director of Process Transformation	MP
Attendees on the 26 January 2021		
Name	Title	Initials
Terence Joe	Head of Patient Partnership and Experience	TJ
Liz Aram	Patient Partner/Co-Chair	LA
Robert Bleasdale		
Sue Fox	Patient Partner	SF
Chelone Lee-Wo	Maternity Voices Midwifery Rep.for the Division	CLW
Richard Coxon	Foundation Trust Membership Manager	RC
Michael Reynolds	Communications Manager	MR
Zenobia Cowan – Davies	Health Watch	ZC

John Hallmark	Governor, Wandsworth	JH
Veronica Rechere	Patient Partner	VR
Nicholas Low	Patient Partner	NL
Matthew Pullar	Deputy Director of Process Transformation	MP
Alfredo Benedicto	Trust Governor	AB
Apologies		
Graham Syme		
Fraser Syme		
William Wells		
Administration		
Michaela J. Rivers	Administrative Coordinator	MJR

1. Trust Executive Update	ACTION/LEAD
The group was updated as to where the Trust was in relation to Covid19 vaccinations. As of 25 January 2021, 2,876 patients 80+; ; 1,098 70+; and over 7,000 health and social care workers. In addition to this a further 400 health and social care staff employed by other organisations. The Trust will be offering the second dose at 11 weeks in line with national guidance. It was concluded that Patient Partners do have a role to play in learning, and informing the Trust's future plans.	RB
2. Welcome and Agree minutes of previous meeting	
Divisional Links	
3. Patient Experience Feedback	
Earlier this month, the Children's Council ("CC") was launched. There were 7 children/young people aged between 10yr - 17 yrs. The group contributed a patient question for the recruitment panel of Paediatric Consultants "I am a patient, and if I was panicking, how would you put me at ease?' The group wil link with PPEG. 2) Plans for the Interventional Radiology Suite. They are rearranging the whole of the Interventional Radiology Department ("IRD") to improve patient flow and post procedure monitoring andcontinuity of care Seven new bedded areas have been	TJ/RB TJ to organise IRD rep to attend a

<p>created.</p> <p>The group discussed organising any previous patients getting involved, regarding them informing on their patient experience of the old system in the IRD, and then noting the differences between the newly set up IRD. 2) Also, as the group are recruiting new patient partners, some could get involved in this project. 3) A questionnaire could be produced, which can be offered to all patients to obtain feedback..</p>	<p>future PPEG meeting.</p> <p>TJ to send out IRD plans to the group.</p> <p>TJ encouraged IRD to take before and after photos (to publicly go out).</p>
4. Patient Partner Feedback	
<p>The Group was updated regarding the South West London Neuroscience Meeting (“SWL”), an Acute Collaborative Provider whose aim is to seek greater integrated care between communities, and Trusts within South West London (Surrey, SGH, and Kings). The meetings are to be held at 2 monthly intervals and Nicholas Low will continue to attend.</p> <p>There was a December 2020 meeting (OPAL Service) with Towid Iman that Veronica Rechere attended. This was regarding the Emergency Department and older people coming into hospital, whether by ambulance or a family member, or a carer bringing them in. Also, transitions from Emergency Dept to a ward, due to Covid19; and also Improvement Tool and Assessments were discussed.</p>	<p>NL to do a update report regarding this meeting, for the next PPEG meeting.</p> <p>All patient partners in various projects, should feedback to PPEG in a written short report before PPEG meetings. NL stated more Patient Partners required for SWL project.</p> <p>VR to send LA/TJ, brief paragraph on this project; what it is called; what has been done so far; what you will do; and opportunities for other patient partners to get involved.</p> <p>VR to ask in next ED and Older People meeting whether they require more Patient Partners engagement.</p>
5. Working Group Update	
6. Patient Partner Recruitment	
<ol style="list-style-type: none"> 1) Recruitment – we are discussing under the workshop next week. 2) Patient engagement. 	
7. Complaints Satisfaction Survey Feedback	
<p>Terry asked the group to review the questions in the Complaints Satisfaction Survey and provide comments to him as soon as possible Once received these will be considered</p>	<p>PPEG / TJ</p>

and the questions reviewed and the survey restarted to ensure we are getting meaningful feedback from those people who have raised their concerns formally through the NHS Complaints Procedure. This is in line with good practice in complaints handling.	
8. Patient Experience Annual Report	
The Patient Experience Annual Report 2019/20 (66pgs) was discussed amongst the group. The report had been feed through to Patient Safety & Quality Group (“PSQG”), and the Quality & Safety Committee (“QSC”). . This is the first time, this report has been produced for the Trust. It was noted that the main comment from QSC, concerned PPEG looking into additional feedback from patient user groups within it.	TJ will link with Communications to produce final version which will incorporate any further comments received from PPEG
Toolkit Latest Version	
There was discussion around the Toolkit not being completed yet. The Toolkit refers to documents on the website which need to be uploaded or relocated. Issues relating to text alerts for outpatient appointments were discussed. MP confirmed Clinical Systems Team in IT	TJ to arrange a meeting specifically for the Toolkit with MR to complete TJ to send MP (the 15-16) Text Alert issues/concerns (from Apr – Dec 2020). LA to review the ordinary outpatient letter (in terms of Text Alerts), and insert a line that makes it clear what a patient is supposed to do re: appts.
9. Questions and Any Other Business	
No definitive agreement was reached during this meeting, in relation to distinguishing between being a patient partner attending meetings and a patient partner involved in specific projects,	LA organise/prepare a Membership Application Form and an Application Form to before next week’s workshops.

Date of Next Meetings

30 March 2021: 2.30-4.30pm
25 May 2021: 2.30-4.30pm
27 July 2021: 2.30-4.30pm
28 September 2021: 2.30-4.30pm
30 November 2021: 2.30-4.30pm