

MINUTES OF PPEG MEETING
30th March 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
Jennie Allen	Patient Partner	JA
Patrick Burns	Patient Partner	PB
Carole Mathurin	Patinet Partner	CM
Attendees on the 30th March 2021		
Name	Title	Initials
Terence Joe	Head of Patient Partnership and Experience	TJ
Liz Aram	Patient Partner/Co-Chair	LA
Robert Bleasdale	Chief Nurse and Director of Infection Prevention and Control	RB
Ricky Lucock	Patient Partner	RL
Chelone Lee-Wo	Maternity Voices Midwifery Rep.for the Division	CLW
Lesley Juett	Interim Asst. Director of Estates & Facilities	LJ

Michael Reynolds	Communications Manager	MR
Stuart Warsop	Health E Life Portal Project Manager	SW
Joanne Sweeney	Cerner	JS
Allison Benincasa	Director of Quality Governance and Compliance	AB
John Hallmark	Governor, Wandsworth	JH
Veronica Rechere	Patient Partner	VR
Nicholas Low	Patient Partner	NL
Jennie Allen	Patient Partner	JA
Patrick Burns	Patient Partner	PB
Carole Mathurin	Patient Partner	CM
Apologies		
Graham Syme	Patient Partner	GS
Fraser Syme	Patient Partner	FS
William Wells	Patinet Partner	BW
Sue Fox	Patient Partner	SF
Richard Coxon	Foundation Trust Membership Manager	RC
Zenobia Cowan – Davies	Health Watch	ZC
Matthew Pullar	Deputy Director of Process Transformation	MP
Alfredo Benedicto	Trust Governor	AB
Jenni Doman	Deputy Director of Estates and Facilities	JD
Administration		
Wanda Lamey	Patient Partnership Coordinator	WL

Agenda	ACTION/LEAD
TJ welcomed members and briefed on ammendments to the agenda. RB was invited to provide and update ahead	
1. Trust Executive Update	RB

<p>Members were briefed on Trust position on Covid-19, updates in Estates and Facilities, Workforce and the Okindon Review.</p> <p>Covid occupied beds in ITU peaked at 143 and staffing was reshuffled to provide support. ITU has a current capacity of 77 beds with 11 ITU Covid patients with 1 patient within the 14 days infection range and the other 10 patients were no longer sick. Patient ages ranged from 30 upwards. Wards were colour coded for Infection Prevention and Control (IPC) using a traffic lighting system with blue signifying Covid. The Trust has had 248 Covid deaths and is preparing for the potential impact of a third wave. ITU and one other ward area will be retained for Covid treatments.</p> <p>Capital projects – car parks are being renovated along with various premises minimising risks to patients. An Estates strategy is being developed to optimise spaces for key services. Vaccination clinic is operating with 73% of staff uptake of the vaccine. Pfizer and AstraZeneca have been distributed with priority now being given to first doses of AstraZeneca. 65% of BAME staff have been vaccinated.</p> <p>Workforce – Health and wellbeing of staff is being supported by several Charities including the Trust Charity and the Captain Moore Fund that provided £138,000 to cover shower and storage facilities for cycle to work staff and outdoor spaces.</p> <p>Additional funds have been allocated for Healthcare Assistants with 160 recruited for 180 vacancies. Registered nurses are being recruited with Southwest London. Currently there are 10 new ITU nurses with 200 nurses expected over the next year.</p> <p>Okindon Report – concerns were raised around maternity care and an initial assessment was completed against the actions. Trust is compliant in most areas except perinatal and the absence of the mortality tool. A London panel will do a peer review of services in line with the results of the report.</p>	<p>RB</p>
<p>2. Health E Life Portal</p>	<p>Stuart Warsop and Joanne Sweeney</p>
<p>Collaboration between Southwest London, Health E Life Portal and Cerner allows for the viewing of appointments and documentation giving patients the ability to make changes as needed. The portal includes calendar options, patient registrations and health records that would be accessible via mobile and PC's. An app is not yet available. The service provides some trusts with the options for pre-appointment assessment questions across various services.</p>	

<p>St Georges will use pre-operative assessment tools and a digital holistic needs assessment in Cancer Services. This should be available by August 2021. The portal could be used for the Friends and Family Test survey.</p> <p>SW agreed to define the PPEG involvement for the next meeting.</p> <p>Action: WL to share Health E Life Portal slides with members</p>	<p>WL</p>
<p>3. Quality Account</p>	<p>Alison Benincasa</p>
<p>Members were briefed on the three key themes covered in the Quality Account. Some areas include Improving patient safety; Experience and Effectiveness; outcomes for patients; Incidents; complaints analysis and FFT results. The account looks at external assessments, local national audits and inpatient surveys in line with the Trusts performance. Priorities from 2020 were rolled forward due to Covid-19 and the subsequent learnings to be noted.</p> <p>A Quality Account listening event will be looked at to discuss the content in detail.</p> <p>Action: Quality account summary to be circulated to members.</p>	<p>AB/WL</p>
<p>4. Agree minutes, actions and matters arising</p>	
<p>Ammendments: Incorrect action noted for LA</p> <p>Actions:</p> <p>3.1 TJ updated on the Children’s council’s ongoing work noting that the next meeting will be in April.</p> <p>3.2 TJ reported that work is ongoing in the Radiology Suite, further feedback to be given at the next PPEG meeting.</p> <p>4. OPAL service update to be provided under projects.</p> <p>7. TJ advised that the Complaints satisfaction survey will be published by April 1st 2021</p> <p>8. TJ advised that the Patient Experience Annual report due</p> <p>9. Toolkit to be discussed at the next meeting; to be updated on the website and to include updated references</p>	
<p>5. Projects</p>	
<p>TJ gave an overview of current projects on stream for the PPEG noting those on hold.</p> <p>MRI: A german firm is being considered for the equipment and tenders are being looked at.</p> <p>Health E Life Portal: To be launched in August 2021</p>	

<p>Acute Frailty Network: VR noted an upcoming training event on April 12th. The group reviewed patient forms across the Trust assessing suitability for patients needs. VR advised that another patient partner was needed based on the scope of the work and noted interest from Jennie Allen, Ricky Lucock and Chelone Lee-Wo.</p> <p>Neuro: NL informed of a new focus being placed on Neurology, sytroke and Motor Neurone disease.</p> <p>Limb Users: Further work is being developed around the experience of Limb Users. This work has paused due to Covid. Focus is being placed on wheel chair users concerns at Queen Mary's.</p> <p>Research: Collaborative work is being done with St Georges University. There is scope for patient partner involvement around new research with Clinical Academic Groups where researchers from the university and hospital working together and require patient feedback on lived experiences across services.</p> <p>TJ encouraged new members to become engaged in projects.</p> <p>Action: TJ, LA and WL to review the objectives and members were invited to volunteer to be part of the working group. Jennie Allen, Ricky Lucock, Zenobia Cowan-Davies and Carole Mathurin volunteered.</p>	
<p>6. AOB</p>	
<p>Maternity: CLW updated on learnings from the first Covid wave which brought about changes to the visiting restrictions; eekly Q&A sessions were started along with virtual appointments.</p> <p>Action: CLW to send written changes to members</p>	

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