

Minutes of Patient Partnership & Experience Group (PPEG)

17th January 2020

GVR1.052

4:00- 6:00pm

Full Membership		
Name	Title	Initials
Avey Bhatia	Chief Nurse	AB
Mitchell Fernandez	Assistant Chief Nurse	MF
Terence Joe	Head of Patient Partnership and Experience	TJ
William Wells	Patient Partner	WW
Veronica Rechere	Patient Partner	VR
Liz Aram	Patient Partner/Co-Chair	LA
Anna Mahoney	Patient Partner	AM
Sue Fox	Patient Partner	SF
Nicholas Low	Patient Partner	NL
Michael Nayagam	Patient Partner/Staff Nurse representative	MN
Ricky Lucock	Patient Partner	RL
Dipannita Betal	Patient Partner	DB
Khalid Simmons	Public Governor, Wandsworth	KS
Alfredo Benedicto	Governor- Merton Healthwatch	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 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
Wendy Pullinger	Deputy Chief Pharmacist	WP
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 January 17th 2020		
Terence Joe	Head of Patient Partnership and Experience	TJ
Mitchell Fernandez	Assistant Chief Nurse	MF
Mary Prior	Assistant Director of Facilities	MP
Matthew Pullar	Head of Process Redesign, Efficiency & Transformation	MP
Veronica Rechere	Patient Partner	VR
Marlene Johnson	HON and Nursing and Midwifery Governor	MJ
Sue Fox	Patient Partner	SF
Alison Ludlam	Divisional Director of Nursing CWDT	AL
Nicholas Low	Patient Partner	NL

Liz Aram	Patient Partner/Co-Chair	LA
Michael Reynolds	Communications Manager	MR
William Wells	Patient Partner	WW
Rachael Bolland	Nurse Consultant & Care Group Lead Paediatrics	RB
Apologies		
Janice Minter	Head Cancer Nurse-Rep. Stephanie Sweeney SNCT	JM
Ricky Lucock	Patient Partner	RL
Kristina Salin	Maternity Inpatient Matron representing Debbie Graham	KS
Alfredo Benedicto	Governor- Merton Healthwatch	ABe
Sarah Cook	Health Watch Manager Wandsworth	SC
Stella Roberts	Head of Midwifery	SR
Fraser Syme	Patient Partner	FS
Graham Syme	Patient Partner	GS
John Hallmark	Governor	JH
Richard Mycroft	Governor SW Lambeth	RM
Jai Seth	Consultant, Urology User Group	JS
Wendy Pullinger	Deputy Chief Pharmacist	WP
Padraic Costello	Learning Disabilities Lead	PC
Chris Van D'Arque	Head of Chaplaincy	CV
Carole Morris	Patient Partner	CM
Alison Ludlam	Divisional Director of Nursing CWDT	AL
Michael Nayagam	Patient Partner/Staff Nurse representative	MN
Anna Mahoney	Patient Partner	AM
Stephanie Sweeney	Divisional Director of Nursing SCNT	SS
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

Minutes of the Meeting:	Lead
1. Welcome and review of last minutes	TJ
TJ welcomed members and notified the meeting of the passing of fellow PPEG member Hazel Ingram. Apologies were noted and are listed above.	
2. Minutes and Matters arising/action log	TJ
Item 4: Mystery Shopper- to be finalized with Pharmacy. Item 5: Regional Health Broadcasting Services – MJ spoke to Victoria Cooper in ED who expressed interest. TJ encouraged divisional leads to consider costs and suitability. Action: TJ to share contact details of Josh Dean- RHB <u>Action Log:</u> 1. Healthwatch newsletter and contact details were circulated to members ahead of the meeting.	
3. Divisional Reports	DDNG
CWDT – Alison Ludlam AL circulated copies of the report and briefed on services within CWDT, introduced Rachael Bolland for Paediatrics. The report noted that the division responds to complaints within the expected timeframe and includes apologies where needed. Themes highlighted across services relates to attitudes, communication challenges, discharge and waiting times. Good FFT results show the divisions aim to gain 95% on the recommendation of services to friends and family. Ward Accreditation- more work is needed in outpatients around patient flow and environment. Gold was achieved in Paediatric Intensive Care and work is ongoing with parents and children on Nicholls to improve services. There were no Never Event occurrences in 2019 although risks were encountered. MF explained how Serious Incidents are handled by the Trust with reports to the Trust Board and public access to reports. New complaint letter formats will be implemented in February 2020 with advisory templates to simplify responses to patients. RB briefed on operations in paediatrics and Picker report results and achievements. Members supported a revision of the divisional reports in a more narrative than quantitative form. MF advised that future reports should be simplified and informative. Members were also briefed on the current listing of patient user groups which are listed on the Trust Website. Some operate as support groups and others as general Patient User Groups. MedCard- Marlene Johnson Apologies were noted for Jo Hunter. MJ reported on themes around complaints with communications being a key area particularly on information sharing with patients and on the way this is presented. A rise in complaints was noted up to	

<p>September 2019. MAD alerts received from GP's also highlight communication issues around discharge and medications. Good FFT results reflect a focus on compassion and care.</p> <p>Ward Accreditation- Rodney Smith requires improvement and an action plan is being developed.</p> <p>User Groups- the Kidney Association functions in support of Renal and is considered proactive and supportive. Sickle cell is also considered to have an active connection with patients and services.</p> <p>You Said We Did- showed good responses within the division. Some challenges were noted with agency and bank staff on their use of the system. This is being improved.</p> <p>Members agreed to receive on divisional report per PPEG meeting reflecting on how service user feedback and how patient partners could become more involved.</p> <p>SNCT- sent apologies.</p>	
<p>4. PPEG Working Group feedback</p>	
<p>Working Group to plan activities around services and recruitment for the National Patient Experience Week.</p> <p>The User Guide on setting up a Patient User Group will be simplified for ease of use and greater focus will be placed on assessing functional challenges in user groups.</p> <p>The group will build a database of persons who can be consulted for advice on various areas within the Trust in a similar format to Governors. An aim is to work with Neurosciences on developing a PPEG toolkit and to have consultants more involved in the PPEG.</p> <p>Members agreed that the PPEG Summit be postponed to Autumn.</p> <p>MP notified members of Nutrition and Hydration Week scheduled for March 16th-22nd and invited participation in the Food tasting and talk on Hospital Hydration.</p> <p>MR expressed an interest in supporting the Working Group.</p>	
<p>5. Neurosciences Development</p>	
<p>Members were briefed on the approach by Neuro Network on engagement with the PPEG through a patient user network. Plans are ongoing to develop this. It will be used as a case study and evaluation of how patient involvement can be developed and its related challenges.</p> <p>Action: A Neurosciences presentation will be made at the next meeting.</p>	<p>TJ</p>
<p>6. MRI Update</p>	
<p>Members were advised of a new MRI Suite to be established at SGH in the Porter cabin between Lanesborough Wing and Grosvenor Wing. Planning permission is currently being sought. PPEG members are invited to share in the patient engagement process to develop the services.</p> <p>Action: members agreed with MP on regular feedback from the Project lead, time</p>	<p>TJ</p>

to be determined.	
6. AOB	TJ
<ol style="list-style-type: none"> 1. MR provided Communication updates <ul style="list-style-type: none"> -circulated flyers on a dermatology talk on behalf of Fraser and Graham Syme -informed of the Governors Public Engagement events from March 9th -12th in Streatham, Earlsfied and Raynes Park. Members agreed that the PPEG Banner and posters be at the event. -PPEG members were invited to submit bios and photos by February 7th for website updates. 	
<ol style="list-style-type: none"> 2. MP briefed on language flyers for ambulance patients and circulated samples in 8 languages which will be erected across ambulatory services in all hospitals. PPEG members were asked for their feedback. 3. TJ discussed the timing for PPEG meetings and members agreed that the time be adjusted to 4-6pm for February and March meetings. A feedback and evaluation of PPEG members will be conducted ahead of the scheduled PPEG review in 2020. 	
Details of next meeting: February 25th 2020 Note room change please	