

Minutes of Patient Partnership & Experience Group (PPEG)
29th October 2019
GVR2.019 2:30-4:30pm

In attendance at meeting	
Name	Title
Terence Joe (TJ)	Head of Patient Partnership and Experience - Chair
Liz Azram (LA)	Patient Partner - Co-Chair
Michael Nayagam (MN)	Patient Partner/Staff Nurse representative
Richard Coxon (RC)	Foundation Trust Membership Manager
Padraic Costello (PC)	Learning Disabilities Lead
Fraser Syme (FS)	Patient Partner
Graham Syme (GS)	Patient Partner
Alfredo Benedicto (AB)	Governor- Merton Healthwatch
Janice Minter (JM)	Lead Cancer Nurse
Sue Fox (SF)	Patient Partner
Dipannita Betal (DB)	Patient Partner
Nicholas Low (NL)	Patient Partner
Chris Van D'Arque (CV)	Head of Chaplaincy
Michael Reynolds (MR)	Communications Manager
Ralph Mitchell (RM)	Head of Strategy
Sarah Cook (SC)	Health Watch Manager Wandsworth
William Wells (WW)	Patient Partner
Hazel Ingram(HI)	Patient Partner
Ricky Lucock (RL)	Patient Partner
Mary Prior (MP)	Assistant Director of Facilities
Alison Benincasa (AB)	Director of Compliance and Quality Improvement
Kath Brook (KB)	General Manager
APOLOGIES	
Jenni Doman	Ag. Director of Estates represented by Mary Prior
Jo Hunter	DDNG MedCard
Wanda Lamey	PPEG Co-ordinator

Minutes of the Meeting:	Lead
1. Welcome and review of last minutes	TJ/LA
<p>TJ welcomed members and invited introductions from those attending. Apologies were noted and listed above.</p> <ul style="list-style-type: none"> • <u>Mystery Shopper</u> JH to return back to PPEG meeting on 19 November 2019. • <u>Outcomes of strategy brainstorming session</u> LA has written a paper to be presented as part of agenda item 7 management of the PPEG. • WW raised the issue around the lack of divisional budget support and the need for minimal budget and administrative support was still not resolved for User Groups as stated in the meeting on 20 August. RM said he would look into this matter. 	
2. Matters arising/action log	TJ/LA
Not covered	
3. National Inpatient Survey and Action Plan	TJ/LA
Not covered	
4. National Cancer Patient Experience Survey overview and Cancer Voice annual report	JM/SF
<p>JM gave members an overview of the National Cancer Patient Experience Survey, which was the 8th survey since 2010. It was commissioned and managed by NCPEAG. The report showed that 671 patients participated giving the Trust a 55% response rate.</p> <p>There were noted improvements in 9 areas in access to cancer research, patient support and contact with nurse specialists, access to financial benefits and access to treatment information. Patients also acknowledged the options offered during their care. Patients being given the name of a CNS who supported them through their treatment scored 94% which was above the national average.</p> <p>Areas needing improvement were with the inpatient experience e.g. not being able to discuss fears and worries as an inpatient.</p> <p>The next steps will include developing a pro-active action plan and collecting real time data to ensure a focus on areas for improvements focusing on the 3 inpatient wards and working with the Royal College of Nursing. Member from VOICE will also sit on the working group.</p> <p>JM will give an update to PPEG in 6 months with an action plan.</p> <p>SF – gave members an update on the Voice group which now has 100 members. They have written an annual review and this will be circulated to PPEG.</p> <p>The group has been restructured and membership format has changed e.g. for those only wanting email updates, those wanting to attend events and those wanting to be more active members in the core group. A new initiative has been CanChat which is a telephone service for patients to speak with other trained patients which had a soft launch in spring 2019.</p> <p>RL asked if CanChat was run by a range of different experience of having cancer and SF explained that patients were matched with either a trained patient with the same life experience or same tumor group.</p> <p>AB asked how members were recruited. SF explained that it's mostly by patients visiting the Macmillian Cancer and Information Centre where they have formed</p>	

<p>and packs available with information about the Voice group. There's also information on the Trust's website and have membership forms and details about the group at events.</p> <p>LA asked if the communications team could write a case study about the Voice group and have this available for other groups to learn.</p>	
4. Update on Trust Strategies	RM
Not covered	
5. Quality and Safety Strategy	AB/KB
<p>AB and KB gave members an update on the Quality and Safety Strategy as well as the NHS Patient Safety Strategy – which has 3 threads – insight, involvement and improvement.</p> <p>As the Trust's Board will be approving this strategy in December 2019 the team would like to gauge views from more patient groups and willing to present this in a more patient friendly format, particularly with hard to reach groups in the community.</p> <p>The team would like feedback from members of PPEG and any feedback from existing patient groups on the following 2 questions by 12 November 2019:</p> <ol style="list-style-type: none"> 1) What does quality and safety mean to you as a staff member, you as a patient or you as a visitor? 2) What top 3 quality and safety priorities do you want SGUH to focus on over the next 5 years? <p>All feedback to be emailed to strategy@stgeorges.nhs.uk</p> <p>LA asked if this could be summarized in a patient friendly format in order for PPEG members to forward onto patient groups. AB agreed to forward this by the end of this week.</p> <p>AB asked how the patient experience strategy was going to be developed. TJ explained that this would be discussed in agenda item 7 and that this strategy sits within Quality and Safety.</p>	
5. Membership and Engagement Committee brief	RC
RC circulated a paper about the Membership and Engagement Committee and would forward further details to PPEG with the leaflet. There will be Governors elections in November 2019 in the following areas Merton (2 seats), Wandsworth (3 seats) and rest of England (2 seats). Further details are available on the Trust's website.	
6. PLACE update	MP
MP updated members that there had been 4 training sessions and she would be sending details to the teams which will have a mix of patients and staff of the assessment dates. The details will include a timetable of where they will meet at the end of 29 October. If any members of PPEG were interested then do contact MP.	

7. PPEG outputs and management of the group in the future	LA
<p>LA gave a summary of the report circulated to PPEG following on from the brainstorming session taking stock and a vision for the future. The paper talked about widening the recruitment of members to PPEG and having more defined roles.</p> <p>SF asked if the Foundation Members could be approached given that they already have an interest in the work of the Trust. Also could PPEG members not be assigned to specific groups needing patient engagement and then have this meetings to focus on updates from the patient groups and the activities from the projects as well as giving PPEG members an opportunity to comment on any national surveys.</p> <p>NL outlined that we had spent more time on developing the role of the PPEG rather than giving members an opportunity to be more involved in projects.</p> <p>LA agreed to invite members to a sub group to finalize this and then report back to PPEG at the next meeting on 19 November 2019.</p> <p>TJ circulated a paper Patient Experience and Partnership 2019 – 2024 for members to read and comment.</p>	
<p>Details of next meeting: 19 November 2019 at 2.30pm–4.30pm in GVR2.019</p>	