

**Thames Valley Patient Experience Operational Group**

**Monday, 23<sup>rd</sup> January 2017, 11:00 – 13:00**

Meeting Room 3, AHSN offices, Oxford Science Park, OX4 4GA

**Action Notes**

Douglas Findlay (DF)	Co-chair
Sian Rees (SR)	Co-chair Oxford AHSN
John Trevains (JT)	NHS England South Central
Daisy Camiwet (DC)	NHS England South
Mildred Foster (MF)	Oxford AHSN
Nick Fahy (NF)	NIHR Oxford Biomedical Research Centre (BRC)
Wendy McClure (WMcL)	Thames Valley Clinical Senate
Sandra Regan (SR)	NIHR Oxford Biomedical Research Centre
Lynne Maddocks (LM)	Department of Primary Care Health Sciences Oxford University and CLAHRC
<b>Apologies:</b>	
Alison Monk (AM)	NIHR – Clinical Research Network
Kathryn Cooper (KC)	NHS England South – South Central
Rebecca Day (RD)	Lay partner AHSN

Item No.	Item	Action
<b>1.</b>	<b>Welcome and Apologies</b>	
	DF welcomed participants to the meeting. Apologies as noted above.	
<b>2.</b>	<b>Introduction</b>	
	Participants introduced themselves as there were new members to the group.	
<b>3.</b>	<b>Minutes from January meeting – outstanding actions and approval</b>	
<b>4.</b>	<b>Declarations of Interest, Confidentiality Agreement, Group Values</b>	
	<p>Actions:</p> <ul style="list-style-type: none"> <li>Meeting agreed that a bullet point about the confidentiality agreement be added to the Terms of Reference. Action for <b>DF &amp; SR</b></li> <li>Any further comments on the Group's Principles of Behaviour to send to MF</li> </ul> <p>SR suggested the acronyms be put on the website. Action for <b>MF</b></p>	<b>All</b>
<b>5.</b>	<b>Leading Together Programme Update</b>	<b>SR</b>
	<ul style="list-style-type: none"> <li>The team is working on funding new sources of funding for the Programme. Possibility to have mixed funding (NHS and Industry)</li> <li>Team will follow up expressions of interest and funding possibilities for rolling Programme out.</li> </ul>	
<b>6.</b>	<b>Level 2 training programme update</b>	<b>SR</b>
	<ul style="list-style-type: none"> <li>Basic Training – One day workshop in March facilitated by SR and DF Topic: "How do I make my voice heard more effectively" Lunch will be provided by AHSN. Travel expenses for lay participants will be covered by each organisation. No participation fee.</li> <li>LM coordinating Level 2 training programmes.</li> <li>One day training for lay partners and professionals. Pilot workshop facilitated by Sally Crowe to see if it works.</li> </ul>	

	<p>Topic: "PPI approaches and techniques workshop"</p> <ul style="list-style-type: none"> <li>- <b>Action:</b> SR to circulate the outline of the training programme</li> </ul>	
<b>7.</b>	<p><b>Strategy Development</b> - Needs to be refreshed</p> <ul style="list-style-type: none"> <li>- All organisations represented in this group have infrastructures for PPI and Patient Experience within their own organisations and the strategy now needs to look how to take this forward.</li> <li>- Suggestion for a one day away day - likely to be in May</li> <li>- Each organisation represented in this group will need to think about who will attend the workshop. The representative needs to be someone who has the authority to sign off the refreshed strategy.</li> </ul> <p>SR to send an email to people to ask for who should attend represent their organisation in this workshop.</p>	<b>SR</b>
<b>8.</b>	<p><b>Brief Updates from:</b></p> <ul style="list-style-type: none"> <li>• <b>Clinical Senate</b></li> <li>• <b>NHS England – Patient Experience group</b></li> <li>• Service user engagement in SARC services – project commissioned by John Trevains re how best to engage with service users of Sexual Assault Referral Centres. Report soon to be published</li> <li>• EBCD work with Learning Disabilities service in Berkshire has been underway for several months, delayed due to service changes but promises to be a good piece of work</li> <li>• Patient Experience report gathered for Quality Surveillance Group (x2 reports, one for BGSW and one for TV) sparked some good discussion and a good way to share individual Trust approaches to PPIE</li> <li>• STP support to delivery, NHS England South Central has a programme approach to supporting delivery. PPI is part of this</li> <li>• Direct commissioning – submission of 13Q (duty to engage patients and public) forms scrutinised by South Patient Experience leads and learning notes</li> <li>• BGSW network continues</li> <li>• NHS England has an Involvement Hub for participation with resources. Consultation on Policy and expenses policy now closed, outcome not yet published</li> <li>• <b>Clinical Research Networks (CRN)</b> AM informed the group that Oliver Evans was appointed as Communications &amp; Engagement Lead Manager. He will start 23 Feb.</li> <li>• <b>CLAHRC Oxford Involvement</b></li> <li>• Theme 5 (Patient self-management of chronic disease) needs to recruit PPI Contributors to governance group. Helping theme 6 (Behaviour change: diet &amp; obesity) to develop their PPI input as a new theme.</li> <li>• All CLAHRC projects have own PPI and coordinator assists them</li> </ul>	

	<p>with planning and recruitment.</p> <ul style="list-style-type: none"> <li>• Working with lay CLAHRC Board members to develop PPI strategy</li> <li>• <b>Engagement</b> – Added diversity monitoring to their sign up form to learn more about volunteers</li> <li>• <b>Raising awareness:</b> Two seminars were organised: “How to involve PPI contributors before you have funding” and “Running meetings that include PPI contributors”</li> <li>• Training established as pilot (Jan-Mar) in partnership with RDS and BRC. All three PPI officers will run joint Q&amp;A sessions at their locations every month open to all medical research staff.</li> </ul> <p><b>BRC</b></p> <ul style="list-style-type: none"> <li>• NF reported that there was no change to the position regarding BRC3 since the last meeting.</li> <li>• SR reported that business proceeds as usual for BRC2: supporting James Lind Alliance Priority Setting Partnerships (currently 5); offering surgeries and 1:1 conversations to support researchers factor PPI into their grant applications and their work programmes; working jointly with Lynne and Paul Hewitson of the Research Design Service to pilot 3 PPI Q&amp;A Sessions for researchers in Jericho, and at the Churchill and John Radcliffe sites in January, February and March; supporting the set up and running of PPI groups where possible; maintaining and updating resources available to researchers; and working on the Diversity &amp; Inclusion sub-group of the INVOLVE national Learning and Development Project Group.</li> <li>• NF to send Trish Greenhalgh’s slides</li> </ul> <p><b>AHSN</b></p> <p>Living Well Oxford is preparing a pop-up shop at Temple Cowley shopping centre in May to coincide with Dementia awareness week. The theme will be “Ageing: From birth and beyond”. The programme has been developed in consultation with community focus groups (6<sup>th</sup> form students, “Memory Lane” and “Clockhouse” 50+ community groups). Researchers from universities in Thames Valley were invited to participate in their specialists topics.</p> <p>-</p>	
9.	<p><b>PPI e-newsletter – Involvement Matters</b></p> <ul style="list-style-type: none"> <li>- People are urged to send articles to LM so this can be included in the newsletter. E.g. Events, Training, Activities, Consultations happening locally.</li> </ul>	
10.	<b>NHS England Patient &amp; Public Voice – review and new policy</b>	<b>Info sent by KC</b>
11.	<b>AOB</b>	<b>all</b>