

**Thames Valley Patient Experience Operational Group**  
03 February 2016


Oxford AHSN offices

**ACTION NOTES**

	<b>Action &amp; Timescales</b>
<p><b>Attendees:</b>  <b>Carol Munt</b>, (co-chair) Patient Leader  <b>Sian Rees</b>, Director PPIEE, Oxford Academic Health Science Network  <b>Mildred Foster</b>, Project Manager, NHS England South Medical Revalidation  <b>Emma Robinson</b> Patient Experience Lead, NHS England South (Central)  <b>Lynne Maddocks</b>, Coordinator of Patient &amp; Public Involvement Nuffield Department of Primary Care Health Sciences &amp; NIHR CLAHRC Oxford  <b>Wendy McClure</b>, Thames Valley Clinical Senate Manager  <b>Kathryn Davies</b>, Patient Experience Manager, NHS England South (Central)  <b>Alison Monk</b> (on behalf of Pierre du Bois Communications and Engagement Lead Manager, CRN: Thames Valley and South Midlands)  <b>Julia Coles</b>, Senior Clinical Network Manager, NHS England  <b>John Trevains</b>, Assistant Director of Nursing, NHS England South (Central) (By phone)</p> <p><b>Apologies:</b>  Ros Crowder, Deputy Director Medical Revalidation, NHS England South</p>	
<p><b>Welcome to new members / Introductions</b></p> <p>Invite Sophie Petit-Zeman from the Biomedical Research Centre</p>	<p><b>EMMA</b> By 01 March</p>
<p><b>Leading Together Programme</b></p> <p>Lively conversation on the 1<sup>st</sup> workshop date, a lot of expectation that this programme will not be something as a “one off”. All participants open to engage and participate.</p> <p>Webinar (information to inform potential participants). This needs to be a priority, and to be finished before the next workshop date (04 March).</p> <p>Group members to help promote the programme please:</p> <ul style="list-style-type: none"> <li>• Lynne to send Emma contacts for CLAHRC.</li> <li>• Wendy to send to networks in South West</li> <li>• Emma link with Karen Maskell re colleges and promotion to students</li> <li>• National Voices (Carol has contact details)</li> <li>• Alison – contact with visual impairment, will talk about the programme. Asking participant and TPC what implications it has for the programme.</li> <li>• Carol – contact with Taking newspaper.</li> <li>• CAMHS – Wendy to talk to Rebecca. (18 years plus).</li> </ul> <p>Looking to recruit seldom heard participants, any ideas about networks /</p>	<p><b>SIAN &amp; CAROL</b> ASAP, but to be completed by 04 March</p> <p><b>ALL</b> ASAP</p>

<p>presentations / events please do give details to Emma and Mildred.</p> <p>Emma – check if blog from South of England Medical Director has been put on the website, can also be shared on other sites.</p> <p>Learning Disability cohort: Discussions with The Performance Coach to develop a specific cohort for people with Learning Disabilities. TPC have costed out the programme, Emma has approached My Life My Choice to co-design the programme.</p>	<p><b>EMMA</b> By 01 March</p> <p><b>EMMA</b> By 01 March</p>
<p><b>Update from the Senate and Networks</b></p> <p>Developing a network of patient involvement. Some of it put on pause as awaiting impact of budget cuts. Need to be sure that there will be continuity for support. Going ahead with recruitment for the Senate. Peer group support and sharing knowledge and cross referencing, something that still needs to be addressed.</p> <p>Senate is to offer clinical leadership and advice on significant transformation programmes (ahead of public consultation). Advisory Group, part of NHS England Assurance programme. Training will be needed, at the moment they feel that their role is isolated.</p> <p>Wendy recruitment – advert drafted and got some feedback. 2-3 weeks application and interview early March. Interview panel established, date set. Carol offered to help.</p> <p>The group then discussed <b>peer support for group</b> of people in lay leader positions. As organisations is this something that we could set up to aid that peer support requirement. Coffee evening as a networking meeting a possibility. Each group can share what they do and learn from eachother. Each area to briefly talk about the work that they do. AHSN can contribute funding.</p> <p>Wendy, Carol and Kathryn to plan Set up something to be run in April, AHSN to invoice senate in the meantime to cover venue and food. Travel expenses offered but not time as it's social.</p> <p>All – let working group know who to invite. Funding for two events this coming year. John – will help to look for funding. Emma/Kathryn to raise at next local patient experience team meeting. Lynne Sandra to check how many patient leaders are involved in "Patients active in Research" group.</p>	<p><b>WENDY, CAROL &amp; KATHRYN</b> By 01 March</p> <p><b>ALL JOHN</b></p> <p><b>EMMA LYNNE</b></p>
<p><b>Bath, Gloucster, Swindon &amp; Wiltshire (NHS England) update</b></p> <p>Patient Experience team recently met with South West AHSN and South West NHS England Patient Experience team. Likely to be wider than BGSW areas to develop a strategy. Positive, lots of opportunities to collaborate. Cross over to Bristol and SW patch too which means a larger strategy team but would make more sense for patients who cross geographies. Emma: include future BGSW meeting minutes to this agenda.</p>	<p><b>EMMA</b></p>

<p><b>National Patient Leadership</b> Emma to feedback to David McNally.</p>	<p><b>EMMA</b> ASAP</p>
<p><b>PPG Event</b></p> <p>More clarity needed on what we are trying to achieve with the next PPG event.</p> <ul style="list-style-type: none"> <li>• Encouragement for wider work beyond the local PPG?</li> <li>• Are CCGs delivering their PPI responsibilities?</li> <li>• How much support do practice managers have?</li> <li>• Supporting the people that are already doing it?</li> <li>• PPGs can learn from each other, disparity across Thames Valley, they are worthwhile.</li> </ul> <p>Each CCGs have protected learning time event that GPs and Practice Nurses attend. Practice Mangers don't. Maggie Woods at Thames Valley and Wessex runs a practice manager workshop forum. Julia to contact Maggie</p> <p>Explore protected learning events (each CCG has their own person, often a GP trainer). Wendy checking for contacts.</p> <p>Any evidence where PPGs have made a difference? Emma to contact NAPP. Emma to check the CQC link: what are their responsibilities? Core contract – what is in it? Also check the Reading Healthwatch PPG report, what next?</p> <p>Emma to contact all Healthwatch to ask for an update as this group would like to support and make sure we're not duplicating.</p> <p>Emma to add to next meeting agenda.</p>	<p><b>JULIA</b> 01 March</p> <p><b>WENDY</b> 01 March</p> <p><b>EMMA</b> 01 March</p> <p><b>EMMA</b> 01 March</p> <p><b>EMMA</b></p>
<p><b>Recording &amp; measuring Impact of PPI</b></p> <p>Workshop on 4 December, good attendance and enthusiasm. Lynne has written up a report, it will be circulated soon. Looking at options for a sharing event, and publication of research. Template for a pilot to test and see how it goes. There are existing frameworks that have been developed and not used, so needs to be something that is useful and easy to use. Larry Gardener – tool in housing association. Lynne to go back to Larry. Circulate report to this group with a plan for next steps.</p>	<p><b>LYNNE</b></p>
<p><b>Patient Contact Central List</b></p> <p>Group of local organisations are exploring having a central contacts list for lay partners. Currently looking at logistics and information governance. Cloud based solution is being explored to check access, security. Update at next meeting.</p>	
<p><b>Any Other Business</b> Leading Together Programme: There is a slight amendment to the lay partners role in the governance paper. MF tabled.</p>	

<p>AM: piece of work raising awareness working with local schools in Thames Valley. Pilot working with one school (secondary, sixth form). Sian will provide contact details for Charwell &amp; St Claires. Carol will provide contact in Reading.</p> <p>LM: Remploy (right to employment), contact for CQC to do inspections has gone to remploy. Experts by experience being paid minimum wage. Post-meeting summary is below:</p> <p> REMPLOY.docx</p> <p>KC: Transforming Care partnership plans due in next week. Programme aim is to reduce the number of inpatient stays for people with learning disabilities. Partnerships have recently formed and they are expected to include CCGs, Local authorities and local carers to plan how to provide more appropriate and sustainable change.</p> <p>JC: Updated on recent meeting with Sian and Geoff Payne (Medical Director, NHS England South Central) JC: person centred care, productive consultations on an individual level. Primary care initially, patients coming to their consultations more informed and engaged. Moving on to goal setting and action planning. Patients planning what they would like to do supported by community In CCG commissioning plans. Initially in diabetes, now developed into other LTCs. Practical support and training for GP practices and having access to experts. Julia to present to clinical networks at AHSN. Sian linking with Sally Cro regarding patient recorded outcome measures.</p> <p>CM: Speaking at Westminster Briefing on 24 February. Circulate link to website European standard for involving patients – set of principles.</p> <p>Sian and Carol involved with Leeds and Manchester Uni on patient involvement in medical education. Further updates to be provided at future meetings.</p>	<p><b>SIAN CAROL</b></p> <p><b>JULIA SIAN</b></p> <p><b>CAROL</b></p>
<p><b>Future meeting Dates</b>                  Tuesday 01 March 11.00-13.00                  Tuesday 12 April 11.00-13.00                  Tuesday 24 May 11.00-13.00                  Tuesday 5 July 11.00-13.00</p>	

