

Thames Valley Patient Experience Operational Group
12th April 2016 11.00-13.00

Oxford AHSN offices

ACTION NOTES

	Action & Timescales
<p>Attendees: Carol Munt, (co-chair) Lay partner Sian Rees, Director PPIEE, Oxford Academic Health Science Network Lynne Maddocks, Coordinator of Patient & Public Involvement Nuffield Department of Primary Care Health Sciences & NIHR CLAHRC Oxford Kathryn Cooper, Patient Experience Manager, NHS England South (Central) Pierre du Bois, Communications and Engagement Lead Manager, CRN: Thames Valley and South Midlands Sophie Petit-Zeman, Director of Patient Involvement National Institute for Health Research (NIHR) Oxford Biomedical Research Centre & Unit (on phone) Kate Castleden, Living Well Project Officer</p> <p>Apologies: Ros Crowder, Deputy Director Medical Revalidation, NHS England South John Trevains, Assistant Director of Nursing, NHS England South (Central) Mildred Foster, Project Manager, NHS England South Medical Revalidation Emma Robinson Patient Experience Lead, NHS England South (Central) Wendy McClure, Thames Valley Clinical Senate Manager Julia Coles, Senior Clinical Network Manager, NHS England Natalie McEwan, NHS England</p>	<i>Notes</i>
<p>Actions from previous meeting The notes were agreed by the group.</p>	
<p>Leading Together Programme Two cohorts have started and both are full, 4 cohorts are being recruited. Recruitment has proved time consuming. There has been some very positive feedback and reports of where improvements could be made which are being used to adjust the Programme as it goes forward. Recruitment of seldom heard groups is proving as challenging as expected and the 50% target has not been reached. It will be important to continue to focus on recruiting from these groups including in the upcoming level 2 training. An evaluation of the impact of the Programme will take place – Mildred is writing a spec for this and everyone should let her know potential organisations to send this to. A Celebrating Success event is being planned for Nov/Dec in Reading inviting all who have been through the Programme plus some dignitaries (150 people). Kathryn will share Rachel Pearce’s her blog so that we can all re-publicise.</p>	<p>ALL 15/4/16</p> <p>Kathryn</p>
<p>Recruitment of lay partners There were 12 applicants and 6 have been shortlisted for an interview in 2 weeks’ time. Hopefully this will mean that they are appointed by our May meeting. Carol will provide a mentoring overlap period. The aim will be to also find ways to involve good candidates who are not appointed.</p>	
<p>Level 2 training programme</p>	

<p>AHSN, CRN and CLAHRC have all contributed funds to develop a training specification. This can be circulated to this group for comment. Also needed are more ideas of organisations to send it to for tendering. It was agreed to hold interviews on 16th June – Sian, Pierre and Carol.</p>	<p>All 15/4/16</p>
<p>Level 1 training programme Emma is writing a document to outline what is happening in our different organisations on this</p>	<p>Emma 24/5/16</p>
<p>Updates Clinical Senate: Nothing to report</p> <p>Bath, Gloucester, Swindon and Wiltshire This area is active but has no equivalent to this group as yet – their first proposed meeting is on 14th June. They have a more complex issue to tackle over variable geographical boundaries and this will be one of the first things they will have to resolve.</p> <p>Clinical Research Network Are holding a radio campaign around Clinical Trials Day with Heart FM beginning on 16th May. CRNs nationally are removing their websites and merging into the NIHR one They are involved in a large Parkinson’s trial on use of statins They have set their Health Research Awards Day as 12th Oct in the evening at St Hilda’s – anyone aware of a clash should let Pierre know. They have worked with Megan at the RDS with their Diabetes network to get more involved in the design of research. The RDS is looking for someone locally to do more PPI work (1 day per week)</p> <p>Leading with CLAHRC & AHSN on a mental health event showcasing research and service delivery to the public. Sian has recruited 2 IAPT Lay Partners willing to help. Sophie suggested that we should also include Illina Singh and Mary-Jane Attenburrow from Oxford Health and Andrew Molodyski from OUH.</p> <p>CLAHRC Phase 2 funding has now been allocated and there are fewer projects. However there is an additional theme – Diet and obesity. This already has an active PPI virtual group of over 100. Work with other organisations locally to develop a shared database of PPI contributors is currently on hold pending discussions with OUH.</p> <p>BRC Bid process for BRC3 now underway. PPI will be part of a cross-cutting theme, "partnerships for patient benefit" or similar, likely to encompass PPI, health economics and industry collaborations. The new proposed mental health BRC likely to adopt same/similar PPI strategy and Sophie working on this. The film of the PPI Play ‘People are Messy’ is soon available as an educational resource Jude Rogers has been appointed as the assistant to Sandra Regan in the JLA "hub" and will be in post on May 3rd. BRC is holding an open day on 21st April. Organiser is Cora Reilly-McGeown. She should be contacted about any publicity options for the AHSN or others.</p> <p>AHSN AHSN is doing series of roadshows around the Thames Valley; http://www.oxfordahsn.org/news-and-events/news/showcasing-better-patient-outcomes-</p>	<p>ALL immediately</p> <p>Sian to follow up with Olivier a.s.a.p.</p> <p>All who want to advertise</p>

<p>through-partnerships/– if you want to advertise through these, post hard copies of your leaflets to the AHSN care of Sian.</p>	
<p>Peer support for lay partners Everyone was in agreement with the circulated paper except the feeling that it needed to have a format to the meeting and a facilitator. It was agreed that Sian and Carol would speak to Karen Maskell about whether they could facilitate it between them. The main focus of this initial meeting will be to see what the will of the group is as to format and content in the future, if at all. The group can have a venue and tea provided but there are not the funds to pay for their time. Travel expenses will be paid by host organisations.</p>	<p>Carol & Sian a.s.a.p.</p>
<p>PPG Event We have been granted a one-hour slot at a practice manager event on 7th June at Milton Hill. It was agreed that we would begin with a 5 minute introduction introducing the work led by this group. It was agreed that we would ask one PPG that has done well to talk (Wellington House), Carol will ask her contact who runs a network of PPGs in Reading to talk about how to set up a network and colleagues from NHS England that are supporting practices following CQC inspections, specifically those who are rated “requires improvement” regarding patient experience / PPGs. (max 3). We can offer to help with involvement training. We will make enquiries about whether there is space for a stand, what the timetable is (specifically can we say that we will be available to answer questions at lunch for example) and which of us can go? We will see if a future slot could be made for a session on research.</p>	<p>Carol Emma</p>
<p>CCG assurance Kathryn circulated a framework of the process and an overview of CCG assurance. 6 patient leaders were appointed in 2014 in the Thames Valley followed by 8 in the BGSW region. The CCG assurance process has changed 3 times in that period, which has hampered the process of training and integrating the lay leaders. Continuous training and evaluation has proved essential. The main feedback from lay leaders is that they are not being treated equally but as an add-on. However, progress has been made to address this and lay leaders are now invited to Director’s meetings where they review CCG. They have also linked individual lay leaders to specific CCGs which gives them time to become more knowledgeable about the local setting and to form relationships with lay colleagues in that CCG etc. A lot of this work has been done by Kathryn in addition to her day job so she is now working on ways to involve more of the NHS England team in the work so that it is more sustainable. The main benefit is increased transparency and keeping the focus on patient benefit. Kathryn will complete an executive summary of the findings from her dissertation. It costs the NHS a lot of time both in money and time so the next step will be to demonstrate impact. There was a general discussion about how this could be achieved and it was agreed that Kathryn would come back to this group with ideas for how we could help with this aim.</p>	<p>Kathryn 24/5/16</p>
<p>PPI network across research and service provision The final report of the event on 4th Dec 15 will go out by the end of this week. There are 2 key outcomes from it</p> <ol style="list-style-type: none"> 1. To produce a short usable, recording tool – a meeting is being set up with the organisers plus Carol and Alan as lay contributors. 2. A network – the questionnaire has been recirculated to this group and everyone should get their comments to Emma or Lynne a.s.a.p. Lynne will revise it and 	<p>Lynne</p>

make into a survey monkey.	15/4/16
<p>Living Well Oxford Project Dr Kate Castleden was appointed in Feb for one year, jointly funded by AHSN and Science Oxford, to develop this project. The idea is to pilot it in Oxford and secure funding to roll it out across the Thames Valley. Particular focus on doing events for seldom heard communities, co-creating events and making them accessible. They have some initial funding to do an event on genomics. At the Oxford Science Festival they will be running a storytelling event on stroke. Kate is currently trying to raise funds to develop events from the autumn onwards. The project's advisory group meets for the first time in May (includes University and Brookes staff). It was suggested that Kate should meet the new (or temporary) CEO of Healthwatch Oxfordshire and the Youth Forum run by Oxfordshire County Council and the one at Oxford Health. It was agreed that we would all let Kate know other key contacts that she should make.</p>	<p>Kate</p> <p>All</p>
<p>Any other Business</p> <ul style="list-style-type: none"> • Carol shared the MIND engagement toolkit which she felt was excellent – she will let us have it electronically (with minutes) 	
<p>Future meeting dates Tuesday 24 May 11.00-13.00 Tuesday 5 July 11.00-13.00 Monday 5 September 11.00-13.00 Monday 14 November 11.00-13.00 Monday 23 January 2017 11.00-13.00</p>	