

**Thames Valley Patient Experience Operational Group**  
01 March 2016 11.00-13.00

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 Cooper</b>, Patient Experience Manager, NHS England South (Central)  <b>Pierre du Bois</b>, Communications and Engagement Lead Manager, CRN: Thames Valley and South Midlands  <b>Julia Coles</b>, Senior Clinical Network Manager, NHS England  <b>Sophie Petit-Zeman</b>, Director of Patient Involvement National Institute for Health Research (NIHR) Oxford Biomedical Research Centre &amp; Unit</p> <p><b>Apologies:</b>  Ros Crowder, Deputy Director Medical Revalidation, NHS England South  John Trevains, Assistant Director of Nursing, NHS England South (Central)</p>	
<p><b>Actions from previous meeting</b>  The notes were agreed by the group.</p>	
<p><b>Leading Together Programme</b>  Webinar: Carol and Sian to action ASAP</p> <p>Seldom heard participant plan being developed. So far we are not achieving our 50% target representation on the cohorts.  Emma to explore the option of holding a stand at the Berkshire event for seldom heard that Reading Voluntary Action are running on behalf of Berkshire Healthcare.  Mildred linking with Kate Castleden regarding her experience with Oxford Museums.</p> <p>The group reviewed the progress report and risk register from The Performance Coach  005 – can be closed. All locations are now set.  All other open ones ongoing. Emma to update The Performance Coach.</p> <p>Emma to circulate hard copies of flyers to all operational group members once they are printed.</p> <p>Development of the Leading Together Programme</p> <ul style="list-style-type: none"> <li>• Lots of possibilities to extend the programme. Do we want to commission more of the programme here and what sort of model do we want to use?</li> <li>• Do we want to think about charging for it?</li> <li>• Could use a train the trainer style approach</li> </ul>	<p><b>SIAN &amp; CAROL</b>  ASAP</p> <p><b>EMMA</b>  ASAP</p> <p><b>EMMA</b></p> <p><b>EMMA</b></p>

<p>For the meeting scheduled in May, bring back some of the feedback on the programme so far so we can make a decision on progress. Invite a representative from The Performance Coach.</p>	<p><b>EMMA</b> 24 May</p>
<p><b>Recruitment of lay co-Charis</b> Emma to amend role description and circulate for sign-off.</p> <p>Hoping that new members would be recruited in time for the 12 April meeting. Would all members of the group please send a short paragraph on their role and organisation that Emma can use for an induction.</p>	<p><b>EMMA</b> ASAP</p> <p><b>ALL</b> 12 April</p>
<p><b>Updates</b></p> <p><b>Clinical Senate:</b> Consultation continuing until April. Advert gone out for clinical senate patient role, 8 applicants so far. Interviews at the end of March.</p> <p><b>Bath, Gloucester, Swindon and Wiltshire</b> Still planning a wider meeting for key stakeholders in South West. Patient Leaders met with directors yesterday to go through CCG Assurance framework, forward planning for Quarter 3. CCG Assurance to be a topic for next meeting. How we can support and influence the CCG Assurance process?</p> <p><b>Clinical Research Network</b> Planning for next financial year. 3 patients on steering group help planning for PPI on the coming year. Involved in work developing a shared PPI contacts database. CRN are hosting workshops – building research partnerships. Bringing researchers and lay partners together. <a href="https://sites.google.com/a/nih.ac.uk/building-research-partnerships/home">https://sites.google.com/a/nih.ac.uk/building-research-partnerships/home</a></p> <p><b>CLAHRC</b> 2 patients on management board. Changed number of projects significantly, will be a lot of publicity around that. Patient leaders will help to ensure the networks are taking PPI very seriously.</p> <p><b>BRC</b> Applications for funding on-going. Patients Active in Research Group – patients involved, lots of activity on lead up to re-bid. National tour of play regarding PPI. Performance in London on 10 March.</p> <p><b>AHSN</b> Living Well Oxford project just started. Kate Castleden project manager. Lots of engagement planned over the summer. Invite Kate to next meeting to talk about the project.</p>	<p><b>EMMA</b> 12 April</p> <p><b>EMMA</b> 12 April</p>
<p><b>Peer Support for Lay/Patient Leaders</b> A paper to be developed which will outline and clarify the purpose of this. It should include:</p> <ul style="list-style-type: none"> <li>• The approximate number of patient leaders to be invited</li> <li>• Timing and venue</li> <li>• Ongoing development of the network needs to be led by the patient leaders</li> </ul>	<p><b>WENDY, CAROL &amp; KATHRYN</b> 15 March</p>

<ul style="list-style-type: none"> <li>• We are creating a space that allows people to network, run it a couple of times and see if people would find it useful.</li> <li>• Draft structure of the first meeting</li> <li>• Just patient leaders involved strategically to be involved at this stage</li> <li>• Each organisation with whom the patient leader is associated with will pay for travel expenses.</li> </ul> <p>To be circulated within the next two weeks.</p>	
<p><b>PPG Event</b>  Wendy spoke to primary care commissioning team regarding protected learning events, good link with Healthwatch.  By the end of March, GP practices would have submitted a return. We could have sight of it and see if there are any gaps across Thames Valley.</p> <p>There are good examples of PPG involvement in the “Improving Experiences of Care document”, <a href="https://www.england.nhs.uk/ourwork/pe/ipe-rep/">https://www.england.nhs.uk/ourwork/pe/ipe-rep/</a></p> <p>Julia has made contact with Maggie Woods (TVWLA) regarding the annual practice manager meeting they host. Maggie would like support us running a session on PPGs.  Date: 7 June Milton Hill (on A34). Open day workshop, we will have a 1 hour workshop slot. Lots of practice managers attend.  To date Practice Managers have fed back that they generally struggle to see how they make PPGs effective, open to advice exemplars.</p> <p>Emma to ask Karen Maskell if any practices in Bracknell &amp; Ascot would like to be involved. Also look into Luther Street and the Farringdon PPG to see if they have tips and ideas on how to develop a PPG and how to form one. Include case studies and examples from PPGs who have done exemplar work across England, also ones that have tried and failed.</p> <p>Carol to send list of various resources to Emma. (Completed action)</p> <p>Wendy to contact those that has been collated already (CCG contacts/GP trainer)  Emma check with Healthwatch if they would like to support.</p> <p>Emma, Carol &amp; Sian to develop a plan. Send to Leadership Academy.  Emma to schedule a teleconference.</p>	<p><b>EMMA</b> ASAP</p> <p><b>WENDY</b> ASAP</p> <p><b>EMMA, CAROL &amp; SIAN</b> 12 April</p>
<p><b>PPI Network across Research service provision etc.</b>  4 December event which explores how to we record and measure the impact of involvement. Two main outcomes</p> <ol style="list-style-type: none"> <li>1. come up with a tool which would be very short and simple for people to use</li> <li>2. participants wanting to develop a network in a broader sense which is over and above measuring the impact specifically.</li> </ol> <p>Emma and Lynne to write a paragraph which shows the purpose of the questionnaire to develop a network. Why we will do it? Plus examples of what we are asking. Need to give examples of different sorts of involvement. Include what would they like from us to make it easier? 3 questions maximum. Send to a small group of people first to test the questionnaire.  Questionnaire will try to elicit whether a virtual network will meet the need – website,</p>	<p><b>EMMA &amp; LYNNE</b> 12 April</p>

<p>facebook page, email list.</p> <p>Tool: questions to prompt what you are doing and how to record and measure the impact.</p>	
<p><b>Any other Business</b></p> <p>Carol recently presented at Westminster Briefing. Looking at how to hold meetings to get patients involved and how to make them accessible so they don't just suit the professionals.</p> <p>Sian has linked with Sally Crowe regarding patient recorded outcomes. Update at next meeting.</p> <p>At Marks service, Kathryn met local MND Association chair. Discussed volunteering opportunities. Annual walk at Blenheim. Kathryn to circulate the details for those who are interested.</p> <p>Award in Marks name: Sian to discuss with Health Education Thames Valley.</p> <p>Dementia handbook for carers – launched by HETV last week as a national app.</p> <p>Developing the tender for PPI training. If you know of anyone who would be able to run it please let Lynne know.</p> <p>Emma – circulate diagram with minutes.</p> <p>Pierre – building research partnerships.</p> <p>Next meeting: Apologies from Mildred and Emma. Lynne has agreed to take the notes.</p>	<p><b>KATHRYN</b></p> <p><b>SIAN</b></p> <p><b>EMMA PIERRE</b></p>
<p><b>Future meeting Dates</b></p> <p>Tuesday 12 April 11.00-13.00</p> <p>Tuesday 24 May 11.00-13.00</p> <p>Tuesday 5 July 11.00-13.00</p>	