

**Patient Experience Operational Group – Thames Valley and Milton Keynes**

**Monday, 14<sup>th</sup> November 2016**

**Meeting Room 3, AHSN Offices, Magdalen Centre,**

**Robert Robinson Avenue, Oxford Science Park, OX4 4GA**

**Minutes**

<b>Douglas Findlay</b>	Chair & AHSN Lay Partner
<b>Sian Rees</b>	Director Patient & Public Involvement Experience and Engagement, Oxford Academic Health Science Network
<b>Mildred Foster</b>	Leading Together Programme Manager – Oxford AHSN
<b>Raj Arora</b>	Lay Partner for Best Care Programme (guest)
<b>Pierre du Bois</b>	Communications and Engagement Lead Manager, Clinical Research Networks, Thames Valley and South Midlands
<b>Daisy Camiwet</b>	Patient Experience Lead – NHS England Southern Region
<b>John Trevains</b>	Assistant Director of Nursing, NHS England (South Central)
<b>Kathryn Cooper</b>	Patient Experience Manager, NHS England (South Central)
<b>Lynne Maddocks</b>	Patient & Public Involvement Coordinator Nuffield Department of Primary Care Health Sciences, Oxford University and CLAHRC
<b>Rebecca Day</b>	AHSN Lay Partner
<b>Annette Shaw</b>	Interim Senior Administrator, NHSE, Minutes

**Apologies:**

<b>Sophie Petit-Zeman</b>	Director of Patient Involvement National Institute for Health Research (NIHR) Oxford Biomedical Research Centre (BRC) & Unit
<b>Julia Coles</b>	Senior Clinical Network Manager, NHS England
<b>Sandra Reagan</b>	Patient Involvement and James Link Alliance Project Manager NIHR Oxford BRC & Musculoskeletal Biomedical Research Unit
<b>Wendy McClure</b>	Thames Valley Clinical Senate Manager

<b>Item No.</b>	<b>Item</b>	<b>Action</b>
<b>1.</b>	<b>Welcome and apologies</b>	
	DF welcomed participants to the meeting. Apologies as above.	
<b>2.</b>	<b>Introductions</b>	
	SR asked attendees to introduce themselves.	
<b>3.</b>	<b>Minutes from 5<sup>th</sup> September 2016 – outstanding actions and approval</b>	
	The previous minutes reflected an accurate record of the last meeting and were approved. No actions were outstanding.	

4.	<b>Declaration of Interest, Confidentiality Agreement, Group Values</b>	
	<p>Declarations of Interest and drafting of a Confidentiality Agreement were discussed. Emma Robinson contacted NHS England national team to get advice on Confidentiality agreement and declaration of interest. The national team said they were working in a final document and we should wait and use the official document.</p> <p><b>Action:</b> MF to send KC correspondence with national team. KC to follow up</p> <p><b>Action:</b> SR and DF to draft a Confidentiality Agreement for presentation and review at the next meeting on <b>23<sup>rd</sup> January 2017</b>.</p> <p><b>Action:</b> KC to arrange for legal clauses to be included in the Confidentiality Agreement by <b>23<sup>rd</sup> January 2017</b>.</p> <p><b>Action:</b> MF to re-circulate Code of Conduct to meeting participants for review. All to forward any suggestion regarding amendments to Code of Conduct to MF <b>by 23<sup>rd</sup> January 2017</b>.</p>	<p>closed</p> <p>SR/DF</p> <p>closed</p> <p>closed</p>
5.	<b>Leading Together Programme Update</b>	
	SR explained the Leading Together Programme to new members who were not familiar with this training programme. An event to celebrate the successes of the training is taking place next week.	
6.	<b>Level 2 Training Programme Update</b>	
	<p>SR gave an overview of this training programme and presented a document on the Level 2 Training.</p> <p>LM gave a brief explanation of the Level 1 PPI involvement training.</p> <p><b>Action:</b> LM to circulate a list of acronyms to the group.</p>	<p>closed</p>
7.	<b>Strategy Development</b>	
	<p>SR explained that a joint strategy was set up 2 years ago gave a brief overview of this. This strategy now needs updating and re-developing.</p> <p>Discussions ensued with regard to the re-development of the strategy and setting up a meeting/away day dedicated to re-developing the strategy in early 2017.</p>	

	<p><b>Action:</b> AS to circulate the current strategy document for meeting participants' review with today's minutes.</p>	AS
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8.	<p><b>Brief Updates</b></p>	
	<p>Brief updates were given on:</p> <ul style="list-style-type: none"> <li>• <b>Clinical Senate (DF)</b> <ol style="list-style-type: none"> <li>1. The Thames Valley Clinical Senate and the Strategic Clinical Network have a number of Patient and Public Voice contacts who provide input at both a strategic and therapeutic level to the ongoing work-plans. The Clinical Senate have 4 lay partners all with varying tenure time-frames and who bringing a broad cross-section of experience and expertise to the role. All 4 lay partners were appointed through written application and interview and their appointments dates and periods are staggered in order to ensure that lay representation is optimised.</li> <li>2. Over the last 6-month period they have been doing important work on assuring both the Oxfordshire Transformation Plan and reviewing the Sustainability and Transformation Plans of Berkshire West, Oxfordshire and Buckinghamshire (44) and Frimley Health (33). Input from the lay partners has not only been sought on prospective plans and reorganisations, but they have been invited to be involved in organisational development work, cross cutting planning work with organisations such as Health Education England Thames Valley and personnel appointments.</li> </ol> <p>DF will attempt to get the TV Strategic Clinical Network to report on their work with Patient and public involvement, engagement and experience for the next meeting.</p> <ul style="list-style-type: none"> <li>• <b>Bath, Gloucester, Swindon &amp; Wiltshire Team (JT &amp; KC)</b> BGSW work will move more to STP alignment</li> <li>• <b>Clinical Research Networks (provided by Alison Monk)</b> <ol style="list-style-type: none"> <li>1. The Thames Valley Health Research Awards, hosted by the Clinical Research Network Thames Valley and South Midlands at St Hilda's College, Oxford on 12 October was a great success, with 30 awards for individuals and teams to recognise outstanding work being done locally to contribute to the success of health research. Excellent feedback was received from the 150 attendees.</li> </ol> </li> </ul> </li> </ul>	DF

<p>2. We have a new website as part of the refresh of the national National Institute for Health Research site: <a href="http://www.nihr.ac.uk/nihr-in-your-area/thames-valley-and-south-midlands/">http://www.nihr.ac.uk/nihr-in-your-area/thames-valley-and-south-midlands/</a></p> <p>3. We are surveying Trusts in Oxfordshire, Berkshire, Buckinghamshire and Milton Keynes to find out how they are currently working with patients to help research (including any activities, apart from taking part in studies). We plan to work with a small group of students to help raise awareness of research amongst students. Alison Monk is leading on this.</p> <p>4. We will be conducting a patient experience survey of local people who have taken part in research studies as part of a national NIHR initiative.</p> <p>5. Improving Health through Clinical Research website <a href="http://www.nihr.ac.uk/our-faculty/clinical-research-staff/learning-and-development/national-directory/improving-healthcare-through-clinical-research.htm">http://www.nihr.ac.uk/our-faculty/clinical-research-staff/learning-and-development/national-directory/improving-healthcare-through-clinical-research.htm</a></p> <p><b>CLAHRC Oxford (LM)</b></p> <p><b>BRC</b></p> <p>1. BRC were awarded BRC3 funding. They are working on the details of PPI within that, including the "mothership" PPI function for the mental health BRC that was also awarded.</p> <p>2. BRC3 PPI will sit within the cross cutting the Partnerships for Health, Wealth and Innovation led by Trish Greenhalgh.</p> <p>3. Sophie Petit-Zeman will leave BRC at the end of the current BRC (March 2017). Sandra Regan will take over for now as the BRC rep on this group until Trish Greenhalgh designates someone else to join the Patient Experience Operational Group.</p> <p>DF requested that participants who gave updates submitted written statements of their updates so that these could be circulated with the minutes.</p> <p><b>Action:</b> SR to submit nomination from AHSN for Success Awards.</p> <p><b>Action:</b> SR to circulate data set of atlas for variation for patient centred care.</p> <p><b>Action:</b> PdB to send link of the course 'Improving Health through Clinical Research to be included with the current minutes.</p>	
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<b>9.</b>	<b>Interview Training</b>	
	This was not discussed. However, DF circulated a document on this subject describing the reasons for using lay partners in the interviewing process, details of the training involved.	
<b>10.</b>	<b>PPI e-newsletter – Involvement Matters</b>	
	LM gave overview of the concept and presented a document which described the topics that would be covered in this newsletter. The target audience for the newsletters is lay members as well as NHS professionals. Discussions ensued on what topics need to be prioritised. <b>Action:</b> All to send suggestions of prioritisations to <b>LM by 23.01.2017</b>	<b>ongoing</b>
<b>11.</b>	<b>Future Meeting Dates</b>	
	The date of the next meeting is Monday, 23 <sup>rd</sup> January 2017.	
<b>12.</b>	<b>Any Other Business</b>	
	As there was no further business the meeting closed.	