

**Thames Valley Patient Experience Operational Group**  
**Wednesday, 22 Nov 2017, 11:00 – 13:00**  
Meeting Rooms 2-3, AHSN offices, Oxford Science Park, OX4 4GA

**Action Notes**

Douglas Findlay	Co-chair
Sian Rees (SR)	Co-chair Oxford AHSN
Mildred Foster (MF)	Oxford AHSN
Lynne Maddocks (LM)	Department of Primary Care Health Sciences Oxford University & CLAHRC
Emma Robinson (ER)	NHS England South (South East)
Polly Kerr (PK)	NIHR Oxford Biomedical Research Centre
Oliver Evans (OE)	NIHR Clinical Research Network
<b>Apologies:</b>	
Sandra Regan	Oxford Health Biomedical Research Centre
Di Hilson	Oxford Academic Health Science Centre (AHSC)
Paul Hewitson	NIHR R&D Service

Item No.	Item	Action
1.	<b>Welcome and Apologies</b>	DF
2.	<b>Minutes from September meeting</b> – outstanding actions & approval Meeting minutes were approved	DF
3.	<p><b>Training and development – AHSN, CLAHRC and NIHR CRN joint training venture</b></p> <p><b>Level 1</b> - Intro to PPI – The 3<sup>rd</sup> session will take place 11<sup>th</sup> Dec at Brookes University The group will meet in January to discuss the way forward. Explore the possibility of expanding to PPI session across Thames Valley. <b>Action: Lynne Maddocks will send doodle poll and find date for a meeting in Jan</b></p> <p><b>Level 2 training</b> – 3 more workshops planned. Outcomes that matter to patients and the Public - 12<sup>th</sup> Dec at Magdalen Centre, Oxford Science Park. PPI: Approaches and Techniques 28<sup>th</sup> Feb Didcot Civic Hall and 25<sup>th</sup> April venue to be confirmed in Aylesbury</p> <p><b>Level 3 training – Leading Together Programme (LTP)</b> LTP for Learning Disabilities is in the co-design process. TPC Health will complete interviews with those selected and will conduct focus groups in Jan.</p> <p>There is funding available for one LTP cohort and one Train the Trainer cohort. We want to embed LTP in organisations and commitment is crucial. We are exploring expressions of interest offering 50% funding for participants and will ask 50% from organisations to show their commitment to the LTP process.</p> <p><b>Action for all – If any organisation is interested in taking part in LTP general cohort and Train the Trainer please contact SR or MF</b></p>	MF

4.	<p><b>Operational Group stakeholder gathering</b>  <b>Action:</b> SR will have conversations with different stakeholders about a case study event to take place in early 2018.</p>	SR
5.	<p><b>Network Development</b>  <b>Peer Support Network.</b> A survey on the format for a Peer Support Network developed by Raj Arora and Rebecca Day was sent by all members of this group to 25 lay partners. We only received 6 responses.</p> <p>Raj Arora and Rebecca Day were going to take this project forward but both have now resigned their roles as lay partners.</p> <p><b>Action</b> DF agreed to organise a first meeting in Spring 2018 taking into consideration the responses from survey participants. The invitation to lay partners will be sent out by members of this group.</p>	MF
6.	<p><b>Shared database</b>  SR has met Peter Knight from IM&amp;T Services at Oxford University Hospitals to discuss needs and requirements for a shared database for Patient and Public Involvement. He will follow up with ideas for funding.</p>	SR
7.	<p><b>Recording Impact Tool</b>  SR showed the group the latest version on the Recording Impact Tool (version 3). The final version will include references to useful links. This a work in progress. The AHSN will fund the development of an electronic version of the Recording Impact checklist</p> <p><b>Action:</b> Sian to circulate version 3 for comments</p>	SR
8.	<p><b>Brief Updates from:</b></p> <p><b>AHSN</b></p> <ul style="list-style-type: none"> <li>• The Oxford AHSN in partnership with Sandoz and with support from the National Rheumatoid Arthritis Society has been running an innovative campaign to raise awareness of early rheumatoid arthritis and the importance of seeking prompt help when experiencing symptoms. Our giant blue talking hand has been touring the country urging people not to ignore their joints ahead of World Arthritis Day 2017. For more information about the campaign see <a href="http://www.angryhand.com">www.angryhand.com</a></li> <li>• The AHSN Patient Safety team in partnership with Windsor Ascot and Maidenhead CCG implemented 'The Hydration in Care Homes' project. They trained care homes staff and introduced a 7-structured drinks round into four care homes (150 residents) in the Windsor, Ascot and Maidenhead area. The project demonstrated a reduction in Urinary Tract Infections (UTIs) admissions to hospital and UTIs requiring antibiotics. Raising hydration awareness was key and residents are benefiting with greater fluid intake, improving their physical and psychological wellbeing. The project won 3 PrescQIPP awards: Best Patient Safety, Best Interface Award and Best Overall Innovation GOLD Award</li> </ul> <p><b>BRC3</b></p> <ul style="list-style-type: none"> <li>• Sandra Regan, Di Hilson and Polly Kerr met to discuss and plan the</li> </ul>	

	<p>mapping diagram to show the different research organisations in the local area. This is now ready to go to the PAIR and PAR groups for their feedback and we will share this with the PEOG group once finalised.</p> <ul style="list-style-type: none"> <li>• Lynne Maddocks and Polly Kerr have now run five out of the six training workshops for PPI contributors aimed at increasing their confidence and ability in their role. These have had positive feedback – we will produce a report once the last one is done.</li> <li>• The PAIR meeting that was meant to take place in October was cancelled because of a lack of patient/public members being able to attend. Rescheduled for 19 December.</li> <li>• The heart failure JLA PSP had its kick-off steering committee meeting at the beginning of October.</li> <li>• I have been trying to establish what PPI is happening in each of the BRC themes through a short survey and conversations with the theme liaisons. This has been challenging because of the disparate nature of the BRC and the varying amount (or lack of) theme liaisons' role that is concerned with PPI. Currently collating this into a report to produce some recommendations and next steps.</li> <li>• The BRC has produced 'mini-brochures' to promote their research. These are available for BRC staff to give out at meetings, events etc.</li> <li>• If things go to plan, I go on maternity leave on 20 December. At the moment cover for me has yet to be finalised but I will send details of whoever is going to attend these meetings in my place once I know who that will be.</li> </ul> <p><b>Clinical Senate</b></p> <ul style="list-style-type: none"> <li>• NHS England is restructuring. There is no further progress from what was reported in the September minutes.</li> </ul> <p><b>Clinical Research Networks (CRN)</b></p> <ul style="list-style-type: none"> <li>• Patient Research Experience Survey – more than 20 study teams have been sent a survey for patients to record their experience of taking part in a trial.</li> <li>• Joint event with CLAHRC to bring together industry and NHS to take place at Maths Institute, Oxford, December 6.</li> <li>• Work progressing on booklets for industry and professional audiences to encourage engagement with CRN.</li> <li>• Staff awards in September was successful.</li> <li>• Early discussions are taking place between NIHR and University of Oxford for a photography exhibition indoors or outdoors in Oxford.</li> <li>• CRN continues to support PPIE training by referring staff and patients.</li> <li>• Iain Mallett, Head of Patient &amp; Public Engagement for NIHR CRN visited the CRN on November 21. Future plans include a public-facing app.</li> <li>• CRN looking into running poster competition in schools.</li> <li>• Stalls at events include Fresher's Fair at Bucks New University, High Wycombe and Oxford Older People's Day.</li> <li>• NIHR has published "Clinical Research Is Everyone's Future" aimed at engaging clinicians <a href="https://vimeo.com/240160612">https://vimeo.com/240160612</a></li> <li>• Patient Research Ambassador Initiative (PRAI) induction event planned for January. PRAIs are invited to WhatsApp group, message board and six-monthly teleconferences.</li> </ul>	
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	<p><b>CLAHRC Oxford</b></p> <p><b>Inclusive opportunities</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Involvement Matters ebulletin</a>. As editor I would welcome more feedback from this group as to whether it is what they envisaged, suggestions on who else should be receiving it and contributions of content. Next month it will have been going for a year! It goes to 204 organisations and 255 individuals. November 45% opened and of those 37% clicked – 17% of total sent clicked. Would like feedback on what statistical reporting you want on it?</li> <li>• CLAHRC PPI Contributor list now stands at 181 with recruitment ongoing.</li> <li>• The Autumn edition of <a href="#">PPI Pulse newsletter</a> now available.</li> </ul> <p><b>Working Together</b></p> <p>CLAHRC has PPI embedded in all its projects.</p> <ul style="list-style-type: none"> <li>• Highlight on theme 2's mySARAH project which is an online self-managed &amp; home-based SARAH exercise resource for people who have hand function problems due to rheumatoid arthritis. 5 PPI Contributors were involved in the original prototype design and then tested the content and preliminary videos. 10 PPI Contributors who have rheumatoid arthritis have been further involved in nine sessions of usability testing, as different phases of development have been progressed by the software developers. Between November 2017 and March 2018, the programme will be piloted in a pre-post mixed methods feasibility study involving a sample of ten people with Rheumatoid arthritis.</li> </ul> <p><b>Supporting Public Involvement</b></p> <p>Running a series of training options:</p> <ul style="list-style-type: none"> <li>• Reported last time on a series of 6 training sessions for PPI Contributors only in this Autumn term. We have now had 5 of them and they have gone very well.</li> <li>• Held a seminar for researchers only on 2<sup>nd</sup> Nov which included talks from 6 researchers on what they had done in real practice.</li> <li>• For researchers only – monthly <a href="#">Q &amp; A sessions</a> done jointly with RDS and BRC. We are going to meet next week at the last planned one to decide whether to do more.</li> <li>• For PPI Contributors (and staff together?) – joint with AHSN, BRC, CRN, OxINMAHR and local Hospital Trust – quarterly. Topics to date have been 'Increase your impact in public involvement' and 'Introduction to Patient and Public Involvement'. OxINMAHR leading next one on 12<sup>th</sup> Dec.</li> <li>• For PPI Contributors and staff together – joint with the AHSN and CRN shared ½ day workshops on two themes repeated throughout the year; Dec Approaches and techniques in PPI Dec Outcomes that matter to patients and the public Mar 2018 Approaches and techniques in PPI</li> </ul> <p><b>Governance</b></p> <ul style="list-style-type: none"> <li>• Two PPI Contributors are on the <a href="#">Management Board</a>. One of these has booked onto the INVOLVE conference. All of the Themes that have steering groups also have PPI Contributors on those groups.</li> </ul> <p><b>Communications</b></p> <ul style="list-style-type: none"> <li>• Comms Officer produces monthly internal <a href="#">ebulletin</a>.</li> <li>• Comms Officer continuing a programme of <a href="#">website</a> improvements including infographics, new BITES, videos and impact case studies.</li> </ul>	
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	<b>Impact</b> <ul style="list-style-type: none"><li>• CLAHRC has a <a href="#">PPI impact webpage</a></li></ul>	
9.	<b>AOB</b> <b>Involvement Matters review – Action MF to add item to March meeting agenda</b>	<b>MF</b>