


**Patient Experience Operational Group – Thames Valley and Milton Keynes**  
24<sup>th</sup> May 2016 11.00-13.00

Oxford AHSN offices

**ACTION NOTES**

	<b>Action &amp; Timescales</b>
<p><b>Attendees:</b>  <b>Sian Rees</b>, Director PPIEE, Oxford Academic Health Science Network  <b>Douglas Findlay</b> (co-chair) Lay Partner  <b>Lynne Maddocks</b>, Coordinator of Patient &amp; Public Involvement Nuffield Department of Primary Care Health Sciences &amp; NIHR CLAHRC Oxford  <b>Carol Munt</b> Lay partner  <b>Emma Robinson</b> Patient Experience Lead, NHS England South (Central) - NOTES  <b>Mildred Foster</b>, Project Manager, NHS England South Medical Revalidation  <b>Julia Brown</b>, The Performance Coach</p> <p><b>Apologies:</b>  <b>Pierre du Bois</b>, Communications and Engagement Lead Manager, CRN: Thames Valley and South Midlands  <b>Sophie Petit-Zeman</b>, Director of Patient Involvement National Institute for Health Research (NIHR) Oxford Biomedical Research Centre &amp; Unit (on phone)  <b>Kathryn Cooper</b>, Patient Experience Manager, NHS England South (Central)  <b>Ros Crowder</b>, Deputy Director Medical Revalidation, NHS England South  <b>John Trevains</b>, Assistant Director of Nursing, NHS England South (Central)  <b>Wendy McClure</b>, Thames Valley Clinical Senate Manager  <b>Julia Coles</b>, Senior Clinical Network Manager, NHS England</p>	
<p><b>Actions from previous meeting</b>  Outstanding actions:  SR and LM to meet with PDB. May do something across research and service delivery just for the public around dementia and carers.</p> <p>CCG Assurance. KD to discuss with SR further exploration of the patient leader role. Invite to come to one of these meetings to discuss.  KD to circulate an exec summary of her dissertation to the Group.</p> <p>The notes were agreed.</p>	<p><b>SR, LM, PDB</b> 05.07.16</p> <p><b>KD &amp; SR</b> 05.07.16</p>
<p><b>Welcome to new lay partners</b>  The Group welcomed the new co-chair Douglas Findlay.  It is with regret that the other appointed lay partner has decided not to continue with the post. The post will be re-advertised in June/July.</p>	<p><b>ER.</b></p>

<p><b>Declaration of Interest and Confidentiality Agreement</b>          NHS England requires both documents to be signed by appointed lay partners. A version has been adapted for this Group.          The Group agreed that all members should sign both. Please review and send comments to Emma before the next meeting so they can be signed.</p> <p>For signed Declaration of interest and confidentiality agreements the Group agreed these will not be made public. Chair will review signed forms and file them securely. Any information that is personal that could be released (ie through an Fol request) the relevant Group member will be informed.</p> <p>Also circulated with these notes are Group meeting and values. Please send comments to Emma.</p>	<p><b>ALL ASAP</b></p> <p><b>ALL ASAP</b></p>
<p><b>Update from Oversight Group 28 April</b>          The first Patient Experience Oversight Group (Thames Valley and Milton Keynes) took place on 28 April. Gary Ford from Oxford AHSN chaired. We will be appointing a formal co-chair in the near future.</p> <p>There were some changes to the Terms of Reference, which will be amended and signed off at the next Oversight meeting (28 September). Emma will circulate the Terms of Reference once approved.          The name has changed to put the geography the Group covers at the end. This operational Group agreed to do the same for this Group going forward.</p>	<p><b>ER</b></p>
<p><b>Leading Together Programme update</b>          Progress report and risk log from The Performance Coach circulated with the notes.</p> <p>Celebrating success event 24 November in the afternoon venue TBC.</p> <p>Briefing pack updated regularly for new participants, incorporated learning from previous cohorts.          A summary of the programme has been developed. Available here:  <a href="http://www.oxfordahsn.org/our-work/patient-and-public-engagement-involvement-and-experience/leading-together/">http://www.oxfordahsn.org/our-work/patient-and-public-engagement-involvement-and-experience/leading-together/</a></p> <p>There will be a mechanism for participants to link in to other local networks, currently exploring how this could be done with existing resources. It could be that in the resource pack participants receive that key names and contacts for local professionals are listed with whom Leading Together participants could have a conversation with. (no promise of involvement opportunities)          All – if you are not happy for your details to be shared, please let Emma know.</p> <p>There will be an independent evaluation of the programme, we are currently in the middle of the tender process.</p> <p>A meeting to explore a Learning Disabilities cohort is scheduled in June. Update at the next meeting.</p>	<p><b>ALL 05.07.16</b></p> <p><b>ER 05.07.16</b></p>

<p><b>Level 2 training programme tender process</b> See attached involvement training diagram</p>  <p>Our model of involvement and train</p> <p>Level 1 training – in house Level Three – Leading Together Programme</p> <p>Level 2, AHSN, CRN and CLAHRC will commission an organisation to deliver training on level 2. One day workshop run throughout the year. 4 organisations lined up to tender. Operational Group will have governance of the training. Update at the next meeting.</p>	<p><b>LM</b> 05.07.16</p>
<p><b>Updates</b> <b>Clinical Senate:</b> Senate and SCN Update</p> <ul style="list-style-type: none"> <li>• Successful recruitment for the Senate Council completed and 3 new lay reps appointed.</li> <li>• Two major reviews have been commenced within the Senate which will require patient/lay involvement. We will be working with our lay members to think about how this can be effectively delivered learning from previous experience and benefitting from fresh views.</li> <li>• Following the completion of the Smith review, and thinking about some of the changes which have resulted, the SCNs have started to review their governance arrangements. There is a potential that this may impact on the ways in which the patient voice is heard within the varying work streams but there is strong commitment to continue, and increase, patient engagement. We will be working jointly to ensure that patients are able to remain fully engaged in the work.</li> </ul> <p><b>Bath, Gloucester, Swindon and Wiltshire</b> No update given</p> <p><b>Clinical Research Network</b> No update given</p> <p><b>CLAHRC</b> Phase 2 agreed regarding funding has commenced. Diet and obesity now a 6<sup>th</sup> theme. Lynne working to determine lay involvement. SR/LM developing how lay involvement is incorporated in the governance.</p> <p><b>BRC</b></p> <ul style="list-style-type: none"> <li>• In mid BRC reapplication</li> <li>• Had a meeting of our PAIR committee and are moving ahead with work on improving lay summaries</li> </ul>	

<ul style="list-style-type: none"> <li>• PPI/industry links</li> <li>• Genomics PPI</li> </ul> <p><b>AHSN</b> Nothing further to add</p>	
<p><b>Peer support for lay partners</b> The lay partners that we work with strategically to invite to a meeting. Group of around 25 people with regular formal roles. Just for Thames Valley. Peer support network, that we will not be facilitated by this Group. It is for lay partners to agree the direction of travel.</p> <p><b>Monday 11 July 5pm – 6pm.</b> Sian to draft invite and book room at AHSN. Lynne, Sian, Kathryn, PAIR, CRN, HETV to invite their strategic Thames Valley lay partners. Each host organisation to provide a cake/fruit for the meeting.</p>	<p><b>ALL ASAP</b></p>
<p><b>PPG Event</b> Hosting a workshop at the Thames Valley and Wessex Leadership Academy Training Practice Managers Training Day on 7 June. Revised plan for the workshop includes introduction and update on the work done in 2015, Reading Healthwatch discussing their PPG Framework and how PPGs can support practices prior to and post their CQC inspection.</p> <p>Emma will update at the next meeting.</p>	<p><b>ER 05.07.16</b></p>
<p><b>PPI Network</b></p> <p>Questionnaire circulated to Group via survey monkey, with follow up information following Recording and Measuring Impact Event in December 2015. Emma to send Sian contact details for those invited. Questionnaire to be sent asap.</p> <p>Update at the next meeting.</p>	<p><b>ER ASAP</b></p> <p><b>SR 05.07.16</b></p>
<p><b>Any other Business</b> No other business</p>	
<p><b>Future meeting dates</b> 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>	