

**Thames Valley Patient Experience Operational Group**  
**Monday, 22<sup>nd</sup> March 2017, 11:00 – 13:00**  
Meeting Rooms 2-3, AHSN offices, Oxford Science Park, OX4 4GA

**Action Notes**

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|----------------------|---|
| Douglas Findlay (DF) | Co-chair  |
| Sian Rees (SR)       | Co-chair Oxford AHSN  |
| Mildred Foster (MF)  | Oxford AHSN   |
| Rebecca Day          | Oxford AHSN lay partner   |
| Kathryn Cooper       | NHS England South Central   |
| Wendy McClure (WMcL) | Thames Valley Clinical Senate   |
| Oliver Evans (OE)    | NIHR Clinical Research Network  |
| Polly Kerr (PK)      | NIHR Oxford Biomedical Research Centre                                  |
| Sandra Regan (SaR)   | NIHR Oxford Biomedical Research Centre                                  |
| Lynne Maddocks (LM)  | Department of Primary Care Health Sciences Oxford University and CLAHRC |
| <b>Apologies:</b>    |   |
| Daisy Camiwet        | NHS England South   |
| Nick Fahy            | NIHR Oxford Biomedical Research Centre (BRC)                            |
| Di Hilson            | Oxford Academic Health Science Centre (OxAHSC)                          |

| Item No. | Item   | Action    |
|----------|--|-----------|
| 1.       | <b>Welcome and Apologies</b>   |           |
|          | DF welcomed Polly Kerr and Oliver Evans to the Group   |           |
| 2.       | <b>Introduction</b>  |           |
|          | All participants introduced themselves to the new members of the group.  |           |
| 3.       | <b>Minutes from January meeting – outstanding actions and approval</b>   |           |
|          | Meeting notes were approved  |           |
| 4.       | <b>Declarations of Interest, Confidentiality Agreement, Group Values</b>   |           |
|          | <b>Actions:</b> <ul style="list-style-type: none"> <li>A bullet point about confidentiality was added to the Terms of Reference in Strategy document.</li> <li>Group values and code of conduct were also added to the Strategy document</li> <li>Acronyms and jargon buster document can be found at AHSN PPIEE website. <a href="http://www.oxfordahsn.org/wp-content/uploads/2017/03/Glossary-March-2017.pdf">http://www.oxfordahsn.org/wp-content/uploads/2017/03/Glossary-March-2017.pdf</a></li> </ul> | <b>MF</b> |
| 5.       | <b>Leading Together Programme Update</b>   | <b>SR</b> |
|          | <ul style="list-style-type: none"> <li>The team has secured funding for a Pilot Programme for learning disabilities. The Programme will be co-designed with My Life My Choice, an Oxford based learning disabilities charity.</li> <li>Team will follow up expressions of interest and funding possibilities for rolling Programme out.</li> </ul>   |           |
| 6.       | <b>Level 2 training programme update</b>   | <b>SR</b> |
|          | <ul style="list-style-type: none"> <li>Basic Training – One day workshop in March facilitated by SR and DF received very positive feedback. It was decided to have another workshop in June hosted by OUH at Unipart site.<br/>Topic: “Different types of PPI (tbc)”</li> </ul>  |           |

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|           | <ul style="list-style-type: none"> <li>• Level 2 training programme at AHSN on 30 May</li> <li>• One day training for lay partners and professionals. Topic: “PPI approaches and techniques workshop”</li> <li>• <b>Action:</b> SR to circulate the outline of the training programme</li> </ul>   |                   |
| <b>7.</b> | <b>Strategy Development</b>  |                   |
|           | <ul style="list-style-type: none"> <li>• Needs to be updated</li> <li>• There will be an away day in July for discussions. Exact date tbc</li> <li>• All organisations represented in this group have infrastructures for PPI and Patent Experience within their own organisations and the strategy needs to look how to take PPI forward. Representatives need to have authority to sign off the updated strategy.</li> <li>• BRC will send names of representatives in early April once the new BRC3 gets started</li> <li>• Each organisation will need to decide if they want to include lay partners as representatives at the meeting.</li> </ul> <p><b>Actions:</b> All organisations should find synergies before away day.</p>  | <b>SR and all</b> |
| <b>8.</b> | <b>Brief Updates from:</b>   |                   |
|           | <p><b>Clinical Senate</b></p> <ul style="list-style-type: none"> <li>• Developing STPs work plans for the next 2 years around national priorities. List going through consultation with different organisations</li> <li>• Comparison with other Clinical Senates to analyse how patient voice is heard in different organisations</li> <li>• Cancer Alliance to replace Cancer Networks</li> <li>• They are in the process of setting up a local maternity network</li> <li>• Conference 9 June – Health and Wellbeing. Suitable for clinicians and lay representatives in Reading. If you are interested in attending contact Wendy</li> </ul> <p><b>Action</b> – WMcL will send Sandra Regan list of existing CNS for her to find crosscutting themes with BRC.</p> <p><b>NHS England – Patient Experience Group</b></p> <ul style="list-style-type: none"> <li>• Service user engagement in SARC services – project commissioned by John Trevains re how best to engage with service users of Sexual Assault Referral Centres. Report soon to be published.</li> <li>• EBCD work with Learning Disabilities service in Berkshire has been underway for several months, delayed due to service changes but promises to be a good piece of work</li> <li>• Patient Experience report gathered for Quality Surveillance Group (One report for BGSW and another for Thames Valley). There were good discussions and learning on best way to share individual Trust approaches to PPIE</li> <li>• STP support to delivery, NHS England South Central has a programme approach to supporting delivery. PPI is part of it.</li> <li>• Direct commissioning – submission of 13Q (duty to engage patients and public) forms scrutinised by South Patient Experience leads.</li> <li>• NHS England has an Involvement Hub for participation with resources. Consultation on Policy and expenses policy now closed, outcome not yet published.</li> </ul> |                   |

**Clinical Research Networks (CRN)**

- OE started at the CRN on February 23
- CRN plans for International Clinical Trials Day on May 20 include media stories in each Thames Valley county and a public talk at the Nuffield Orthopaedic Centre.
- Investigations are being made to see if social media can be used to promote specific trials.
- The CRN is establishing a database of ‘points of contact’ which can help get out CRN messages e.g. media, social media and magazines.
- A CRN Facebook has been established.
- A 2-minute film about the CRN will be produced to showcase its work to the public, stakeholders and NHS staff
- Investigations will be made about possible schools outreach.
- The CRN is looking to recruit Patient Research Ambassadors.
- An industry-facing event to encourage joint working will be held in Oxford later in the year.
- The CRN will hold its annual awards ceremony for staff in Sept.

**CLAHRC Oxford**

- **Involvement** - Theme 3 (Patient Reported Outcomes) led by Professor Ray Fitzpatrick is from now on going to form our PPI steering group. The PPI Strategy is in development with this group.
- PPI Contributor training – BRC, CRN, AHSN, CLAHRC, OUH and OxINMAHR pilot workshop held 15 Mar. Very positive feedback.
- **Engagement:** Oxford Health held a Leading Together event co-produced and delivered by lay partners with lived experience of dementia. The programme was aimed at an audience of professionals, leaders and staff in health and social care services.
- Seminar open to all planned for 4th May at 10.30 in St Lukes Chapel on Radcliffe Observatory Quarter – ‘Have you been mis-sold PPI?’
- PPI Pulse, the newsletter for our volunteers previously written by the PPI Coordinator to be developed by the CLAHRC Communications Officer. Next edition going out this week.
- 3rd of the Q & A sessions being held next week – BRC, RDS and CLAHRC will then review – if you have any feedback from staff in your sphere to share let SR or LM know

**BRC**

The new BRC3 will start to operate from April 2017. Progress report will be done at next meeting.

**AHSN**

Living Well Oxford is preparing a pop-up shop at Temple Cowley shopping centre 15-19 May to coincide with Dementia awareness week. The theme will be “Ageing: From birth and beyond”. The programme has been developed in consultation with community focus groups (6<sup>th</sup> form students, “Memory Lane” and “Clockhouse” 50+ community groups). Fourteen researchers have been selected for presentations on relevant topics.

Sian Rees and Suse Brumpton (pop-up shop manager) have

|            |  |  |
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|            | delivered Dementia awareness training for shopping centre staff<br>-   |  |
| <b>9.</b>  | <b>PPI network development</b>   |  |
|            | <p><b>1. Peer support</b><br/> Last year lay partner expressed their interest in developing a peer support group. AHSN offered to facilitate by providing a room and refreshments but the network would be run by lay partners. A meeting was not held as initially planned.<br/> Rebecca Day a new lay partner at the AHSN will take up to organise an initial meeting. She will prepare a questionnaire to find out if people are interested in becoming part of a network and the format it should have.<br/> <b>Action:</b> RD will send the questionnaire to all members of this group and they will send it to their lay partners asking them to get in touch with RD to express their interest.</p> <p><b>2. Leading Together Network</b><br/> First newsletter to be circulated in April. A meeting similar to Celebrating Success is planned for 23 November 2017.<br/> <b>PPI e-newsletter – Involvement Matters:</b><br/> <b>Action:</b> All members of this group are urged to send LM content to be included in the newsletter. E.g. Events, Training, Activities, Consultations happening locally.</p> | <p><b>SR &amp; RD</b></p> <p><b>RD and all</b></p> <p><b>MF / SR</b></p> |
| <b>10.</b> | <b>NHS England Patient &amp; Public Voice –</b><br>consultation is now closed but outcomes have not been reported yet  | <b>KC</b>  |
| <b>11.</b> | <b>AOB</b>   | <b>all</b>   |