

**MINUTES OF THE PATIENT AND PUBLIC INVOLVEMENT COMMITTEE  
HELD IN THE BOARDROOM, TRUST HEADQUARTERS  
ON MONDAY 23<sup>RD</sup> MARCH /2009**

**THESE MINUTES MAY BE MADE AVAILABLE TO THE PUBLIC AND PERSONS OUTSIDE OF  
THE TRUST AS PART OF THE TRUST'S COMPLIANCE WITH THE FREEDOM OF  
INFORMATION ACT 2000**

**PRESENT**

|                             |     |   |
|-----------------------------|-----|---|
| Dame Janet Trotter          | JT  | Chair Trust Board   |
| Gill Brook                  | GB  | Head of Patient Experience  |
| Tracey Thomas               | TT  | Patient and Public Involvement Coordinator  |
| Katherine Holland           | KH  | Acting Patient and Public Involvement Coordinator   |
| Dee Gibson-Wain             | DG  | Head of Leadership and Organisational Development   |
|                             | W   |   |
| Paul Byrne                  | PB  | Divisional Director Service Delivery - Women's and Children's   |
| Irwin Wilson                | IW  | Associate Director of Planning and Contracting<br>(also representing JL, Associate Director Programme Management) |
| Jean Cox                    | JC  | Foundation Trust Governor   |
| Carl Beech                  | CB  | Head of Complaints and PALS   |
| Pat Laverye                 | PL  | Support Services General Manager  |
| Jim Parsons                 | JP  | Members Forum   |
| Sister Elly-Maria Pantekoek | EMP | Foundation Trust Governor   |
| Margaret Clayton-Ives       | MCI | Foundation Trust Governor   |
| Anne Attwood                | AA  | Representative of Carers  |
| Jan Stroud                  | JS  | Foundation Trust Governor   |
| Clive Bowen                 | CBo | Members Forum   |

**IN ATTENDANCE**

|                    |    |                                  |
|--------------------|----|----------------------------------|
| Angela Mouldsdales | AM | PA to Head of Patient Experience |
|--------------------|----|----------------------------------|

**070/09 APOLOGIES**

|                 |    |   |
|-----------------|----|---|
| Jenny Lewis     | JL | Associate Director Programme Management         |
| Graham Lloyd    | GL | Director of Corporate Governance and Facilities |
| Sandra Woodward | SW | Foundation Trust Governor                       |
| Helen Byard     | HB | Divisional Nursing Director - Medicine          |

| <b>Item</b>  | <b>Action</b> |
|--|---------------|
| <b>071/09 Minutes of meeting held on 26<sup>th</sup> January 2009</b><br>These were agreed as an accurate record   |               |
| <b>072/09 Matters arising</b><br>AA updated the group on the Learning Disabilities event which she attended on the 2 <sup>nd</sup> February 2009 and advised that the majority of discussion during the event was around:-   |               |
| <ul style="list-style-type: none"> <li>• What the carers were called – 'family carer', 'unpaid carer'. AA explained that the difference between the two was that 'family carer' is always a family member; 'unpaid carer' can be anyone who is not a family member, but who is unpaid.</li> <li>• Gloucestershire Carers has not yet appointed an officer as funding has still not been received.</li> </ul> |               |

GB recognised that whilst there are areas of excellent practice of working in partnership with carers in the Trust overall, we need to improve our inclusion of carers. Strengthening our relationship with carers and our partnership with Carers Gloucestershire will be a key objective for 2009-10.

SEM advised the Group that in the Netherlands the carers are called 'coatcare;' which covers all unpaid carers.

JP asked if the change in the death certification process was being addressed through the PPI Committee.

GB advised that Paul Adler, Improving the Process of Death Certification Programme (Department of Health) had given a presentation at the Members Forum and questions raised were being taken back to the Department of Health for consideration. Paul is coming back to the Members Forum in 9 months time with an update on the progress of the pilot project and how the questions and concerns have been addressed in the new death certification process. A summary report will subsequently be brought to the PPI Committee.

CB advised that he had heard of junior Doctors complaining about the amount of additional paperwork. GB informed the group that this will be noted as part of the pilot study being led in the Trust by Kathryn Griffin, Bereavement Coordinator.

#### **073/09 Outstanding Actions (not covered by Matters Arising)**

- Powys oncology plan update

GB advised that she had met with Mel Burgoyne from the 3 Counties Cancer Network (3CCN), to get an update on the Powys Oncology Service Plan, they identified an action plan and GB agreed to look at this with the PPI team. The 3CCN is meeting again on the 28<sup>th</sup> May 2009, GB is to meet with SA to clarify a few points and will meet with MB before this date.

**GB**

- Other Trust's experience of 'lucy' and Equality and diversity Assessment

TT advised that Pat Mooney (PM) had no information of other Trust's experience of 'lucy' but had completed an Equality and Diversity Impact Assessment (EDIA) and asked the Group for its views. Whilst it is recognised that there are problems with the system the provider had never been officially asked about these. It was agreed at the last PPI Committee that the greeting message should be changed and PM is happy to pilot this with a small number of people but also advised that staff should take responsibility to update their information on the 'lucy' system.

JT advised that another Equality and Diversity Impact Assessment should be carried out when the pilot is completed.

JP suggested that the system should have been monitored before.

GB agreed that short deadlines should be set and that this should be reported back to the group in the Autumn with the results.

TT is to continue working with PM re the pilot and EDIA

**TT**

- Membership Update

KH informed the Group that she had given a brief overview at the last PPI Committee and discussed with the Group contents of enclosure 175 which gave detailed figures.

GB agreed that there was still a way to go to reach our targets and that we need to be proactive in gaining the views of patients, public and carers in any work that we undertake.

AA informed the Group that she had spent a day in Bristol Hospital as a patient and had sent a letter of thanks, which resulted in her

receiving lots of communication including an opportunity to become a member. AA was concerned that this contrasted with GHNHSFT: since retiring last year she has not received any letters from us. KH informed the meeting that a new system of communication with members was being set up which included acknowledgement letters to new members and letters to all leavers to give them an opportunity to become 'public' members.

IW identified the need for a marketing strategy for increasing FT numbers and that additional investment may be required to achieve this. GB and IW to meet to discuss.

KH reported to the Group that 800 new members a month needed to be recruited to reach the target set. **GB/IW**

JP asked JT what the Board's view on this was and JT agreed to raise this at the next Board and report back to the Group at the next meeting.

- Report on Learning Disabilities Event

AA informed the Group that the Learning Disability Group meeting on the 2<sup>nd</sup> February held in the Redwood Education Centre was very productive and she was delighted to see that 61 nurses attended.

This Group was formed as a result of the nation enquiry into 6 people with learning disabilities. AA explained the content of the 'traffic light' leaflet to the Group and explained that the document was completed by the carer before coming into hospital.

AA informed the group that the funding was in place from the Learning Disability Partnership Board for the 2 Hospital Liaison Nurses but raised her concerns about how their roles would be coordinated to make for a good working relationship with the NHS staff.

JT agreed to take this up at her meeting with the Governors and the Together Trust Board and feed back at the next meeting.

- Bins in Toilets for the Disabled

TT informed the Group that the paper prepared was informal but showed a selection of bins which had been considered and the one which had been most favourable. TT also stated that approximately 330 bins would need to be purchased and Facilities had informed that a business plan needed to be prepared for this. Discussion took place around the suitability of this particular bin and SEM stated that the one chosen would not be at all suitable and expressed her extreme frustration at the length of time it was taking to sort out (now 2 years).

MCI asked if SEM had been asked to view this bin.

IW suggested that a complete matrix be drawn up showing each criteria needed so that this could be moved forward. **TT**

JT suggested that perhaps Carol McIndoe should take responsibility for this. TT to take this forward.

- Entrance to Physiotherapy Department

GB to update at the next meeting.

## **074/09 National Inpatient Survey**

850 patients surveyed with a 62% response rate.

KH reported that the results identified no significant improvements from the previous year's results. Several meetings had taken place with representation from the Members Forum, Governors and staff to identify the most important areas for improvement. These included, discharges, communication issues, copying patient letters etc.

JT asked if the issue of copying patient letters was due to the cost.

IW replied that it was. PB stated that this had been discussed before and

the volume of patients going through the system incurs a vast cost. Following discussion, JP requested that a survey action plan be brought to the next meeting,

**GB**

**075/09 Minutes of Members Forum**

The minutes brought to this meeting were dated 14<sup>th</sup> January 2009 and 18<sup>th</sup> February 2009 and were not agreed.

**076/09 Age Concern Advocacy Project**

JT agreed that this would be picked up in due course.

**077/09 Any Other Business**

- JP advised the group that the Strategic Health Authority was holding an open meeting at Sangar House, Brockworth Business Park on the 16<sup>th</sup> April 2009 which he was going to attend as the Authority does come to Gloucestershire frequently. It was a public meeting.
- JC offered her apologies for the next meeting as she will be on holiday.

**078/09 Date and Time of Next Meeting**

The next meeting of the PPI Committee will be held on 18<sup>th</sup> May 2009 at 11am in the Board Room, Trust HQ, 1 College lawn, Cheltenham.