

Minute of the **Patient Public Panel Steering Group** meeting held on **Monday 30th March 2015 @ 1000 hours** in **Room 1, Learning Centre – (Forth Valley Royal Hospital)**

Present:

- Ms Carol Allardyce, Patient Public Panel Member
- Mrs Margo Biggs, Patient Public Panel Member – (*Co-Chair*)
- Mr Jim Cowan, Patient Public Panel Member
- Mrs Evelyn Crosbie, Patient Public Panel Member
- Mrs Helen Macguire, Patient Public Panel Member
- Mr John McGhee, Patient Public Panel Member
- Mrs Christina McNeil, Patient Public Panel Member
- Mrs Mary Miller, Patient Public Panel Member

In attendance:

- Mrs Helena Buckley, Quality Manager
- Miss Leigh Fagan, Department Administrator
- Mrs Karen Maclure, Person Centred and Patient Relations Manager

1/ Welcome and Introductions

Mrs Biggs was Chairing the meeting as Mrs Campbell was unable to attend. Mrs Biggs welcomed all to the meeting.

2/ Apologies for Absence

Apologies for absence were intimated on behalf of Mrs Lee Campbell, Ms Sheila McDuff and Mrs Greta Preston.

3/ Minute of Patient Public Panel Steering Group Meeting held on Monday 16th February 2015

It was agreed that the minute of the Patient Public Panel Steering Group meeting held on Monday 16th February 2015, were approved as a correct record.

4/ Matters Arising & Actions

The group agreed that the matters arising and actions would be covered in the agenda items.

5/ Website Update

Mr McGhee reported that he had recently met with Mr David Anderson, Webmaster to discuss the publication of the PPP website. Mr McGhee said that he is working on the front page and the membership of the website and once this had been agreed it would be sent to the Webmaster for publication.

Mrs Buckley suggested that each member of the PPP complete a proforma and a copy of this and their photo would be put on the website. Mrs Buckley stressed that members only had to complete this and have their photo on the page if they agreed to it; these would not be used if members were not entirely happy.

Mr McGhee said that Mr Anderson had inserted a “Success Story” section but at the moment there was only the 10 year PPP video in this section. Mr McGhee acknowledged that Mr James Greenaway and Mrs McNeil had sent him further success stories and he would look at these and pass them on for insertion into the website.

The group was informed that there was also an events calendar section on the PPP page and it currently contained the dates for all the PPP Steering Group and Full Panel meetings and he asked if anyone wanted any other dates put in the calendar just to let Mr McGhee know.

Mrs Biggs asked if it would be possible to put links to events which may be of interest to PPP members on the PPP page. The group agreed that this would be a good idea.

It was also agreed that an awareness session on would be arranged for PPP members which would include “how to get familiar with the website.” This would be arranged as soon as possible in the computer suite and Forth Valley Royal Hospital.

Action: Miss Leigh Fagan & Mrs Helen Buckley

6/ Update on Diaries of Involvement

Mrs Buckley reported that to date she had only received Diaries of Involvement for February 2015 from only a few PPP members.

Mrs Macguire said that she is making a Master Copy of the Diaries of Involvement which will show what PPP members are involved in and then this would be evaluated at each PPP Steering Group meeting. Mrs Macguire stressed that it is important that all members participate for it to work.

The group then spoke about producing a PPP newsletter that would include different updates from different members each month/quarter. Mrs Buckley said that she was speaking to Ms Anne Curran who hasn't been involved much with the PPP for personal reasons but now has more time to dedicate and would be very interested in developing a newsletter.

It was agreed to set up a small working group to begin to develop this which would include Ms Curran.

Action: Mrs Helena Buckley

7/ Discussion on PPP Terms of Reference

A copy of the PPP Terms of Reference was sent out to all PPP Steering Group members prior to the meeting. It was agreed that the following changes would be made:

Page 3 – Contents page – number 14/15/16 – requires more work

Page 5 – Item 2.4 Bullet Point 3 – change sentence to read “*That are designed for and involve people and potential users*”

Page 5 – Item 2.4 (add another bullet point), which includes a reference from the Person Centred Care agenda which will update and reflect the national wording and reflect patient safety.

Page 5 – Item 3.2 – Insert a statement which states that people who currently work within NHS Forth Valley cannot apply to join the PPP (this also must include Serco workers who work within NHS Forth Valley).

Page 6 – remove “carry out observations of care” and change it too”.....inpatient and outpatient and working closely with staff on agreed projects”.

Page 7 – Item 4.2 – The Structure of the PPP (H Buckley agreed to re-word)

Page 7 – Reword the last paragraph to read – “*The Quality Manager will make the decision based upon the feedback received from the scoping form. If not happy with this please contact Mrs Karen Maclure, Person Centred and Patient Relations Manager*”.

Page 8 – Election Process – Agreed that there was to be a Chair and Co-Chair. There would need to be clear role descriptions of these roles. It was agreed that role descriptions would be created with the current chairs, Mrs Campbell and Mrs Macguire.

Page 8 – Tenure – Agreed that the tenure would be 3 years.

Page 8 – Insert statement – “*Over the next 12 months a clear election process will be drawn up for March 2016. As of the time PPP Steering Group members will be as before and will be reviewed in March 2016.*”

Insert the Cabinet Portfolio as an Appendix.

Insert the Scoping Paper as an Appendix

Mrs Maclure asked if it stated in the Terms of Reference how long you can be a PPP member. Mrs Buckley said that it was 5 years but this was not implemented and Mrs Buckley said that in her opinion this should be set by the volunteer themselves.

It was agreed that these changes would be made and further discussion would be held at the next meeting.

Action: Mrs Helena Buckley

8/ Discussion on PPP Role Description

A copy of the PPP Role Description was circulated to the group prior to the meeting but due to time constraints it was agreed that this would be discussed further at the next meeting.

9/ Full Panel Agenda Setting for Full Panel Meeting on Monday 20th April 2015

It was agreed that the following items would be on the Full PPP Agenda for the next meeting on Monday 20th April 2015:

- Mr Mark Craske, Transport Manager, NHS Forth Valley
Update on Car-Parking and Transport Issues
- Ms Rosie Wilson – Research and Development Officer, NHS Forth Valley
Discussion on National Project to ask members of the public to be more involved into research in Scotland into Health.
- Mental Health Service – Discussion by a veteran
- Update on PPP Terms of Reference

Mrs Helena Buckley agreed to produce a rolling programme for future Full PPP meetings.

Action: Mrs Helena Buckley

10/ Any Other Competent Business

10.1/ Ground Rules

There was a short discussion on how all members of the Patient Public Panel should be treated with dignity and respect at all times and at all meetings. It was agreed that a copy of the “Ground Rules” would be sent out to all members of the PPP Steering Group for comment and updating. This would be discussed at the next meeting.

Action: Miss Leigh Fagan

10.2/ Information being sent out to PPP Members

It was agreed that all e-mails that are being sent out to the PPP members regarding becoming members of internal/external groups would always include a brief explanation about what the e-mail is looking for and what it entails. It was also agreed that there would be no acronyms used within the e-mail.

10.3/ The group spoke the “quiet” PPP members who may too shy to put their selves forward to join groups etc. Mrs Buckley said that she would select members from the PPP Steering Group to meet with the quiet members and talk to them about what they would like to be involved in. Mrs Buckley said that she would provide a script to everyone.

Action: Mrs Helena Buckley

10.4/ Jargon Busting Leaflet

Ms Campbell asked if there was any progress on the Jargon Busting Leaflet. Mrs Buckley said not at the moment.

10.5/ Automated Telephone System

The group spoke about how the automated telephone system which is currently Falkirk Community Hospital and Stirling Community Hospital and who should this be reported to. Mrs Maclure agreed to find this out and report back.

Action: Mrs Karen Maclure

10.6/ Feedback

Mrs Buckley informed that group that feedback that needs to be structured in a way it can be measured. She said that Chest, Heart and Stroke Scotland have a fantastic feedback method and she had a meeting arranged with Mr David Burden from Chest, Heart and Stroke Scotland on Wednesday 15th April 2015 from 1400-1600 hours and if any members would be interested in attending this meeting, they would be more than welcome.

10.7/ Radio Royal

Mrs Buckley said that Mr Jim Prentice, Chairman from Radio Royal would be present at some of the PPP meetings to do some interviews.

11/ Date and Time of Next Meeting

The next meeting of the PPP Steering Group Meeting will be held on Monday 25th May 2015 @ 1000 hours in Room 1, Learning Centre – (FVRH).