

Minute of the **Full Patient Public Panel** meeting held on **Monday 20th April 2015** at **0930** in the **Room 1 – (Forth Valley Royal Hospital)**

Present:

Ms Carol Allardyce, Patient Public Panel Member
Mrs Margo Biggs, Patient Public Panel Member
Ms Lee Campbell, Patient Public Panel Member
Mr Jim Cowan, Patient Public Panel Member
Mrs Evelyn Crosbie, Patient Public Panel Member
Mr Lawrie Dewar, Patient Public Panel Member
Mrs Evelyn Finnie, Patient Public Panel Member
Mrs Helen Macguire, Patient Public Panel Member – (*Chair*)
Mrs Sheila McDuff, Patient Public Panel Member
Mr John McGhee, Patient Public Panel Member
Ms Sheila McGhee, Patient Public Panel Member
Mr David McLaren, Patient Public Panel Member
Mrs Christina McNeil, Patient Public Panel Member
Mrs Mary Miller, Patient Public Panel Member
Mr Terence O’Byrne, Patient Public Panel Member
Mrs Grace Rae, Patient Public Panel Member
Mrs June Reid, Patient Public Panel Member
Mrs Helen Russell, Patient Public Panel Member
Mr David Wallace, Patient Public Panel Member
Mrs Eileen Wallace, Patient Public Panel Member
Mrs Margaret Wotherspoon, Patient Public Panel Member

Ms Leigh Fagan, Dept Nursing Administrator – (*Minutes*)
Mrs Karen Maclure, Person Centred and Patient Relations Manager

In Attendance:

Mr Mark Craske, Travel Manager, NHS Forth Valley
Mr Jim Prentice, Radio Royal
Dr Rosemary Wilson, Research and Development Officer, NHS Forth Valley

Apologies: **Patient Public Panel Members:**

- John Boyle
- Margaret Gilmour
- James Greenaway
- Eddie Kelly
- Greta Preston
- Leela Sanchdev
- John Snaddon

NHS Forth Valley Staff

- Mrs Jessie-Anne Malcolm, PFPI Development Co-ordinator, NHS Forth Valley

1/ Welcome and Introductions

Mrs Macguire welcomed everyone to the meeting and thanked all for attending.

Mrs Macguire then introduced Mr Prentice from Radio Royal who provided the group with a brief introduction about himself and his role. He informed the group that Radio Royal began their broadcasting service in the mid 70's in Falkirk Royal Hospital. He said that at the moment the radio only broadcasted music shows but they were in the process of trying to change this emphasis and try to get more talking involved in their broadcasting. He also mentioned that at the moment Radio Royal could only broadcast from FVRH but hopefully, if funding was granted they would start to do internet screening. Mr Prentice said that they were also getting more involved with public health and trying to get important messages out to the public e.g. smoking. Mr Prentice said that if any PPP members would like a tour of the studio to have a look at the facilities just to let him know and he would arrange this. Mr Prentice's e-mail address is jim@jb-prentice.co.uk.

2/ Apologies for Absence

The apologies for absence are detailed above.

3/ Minute of Full Patient Public Panel meeting held on Monday 16th February 2015

3.1 / Note of the Full Patient Public Panel Meeting held on Monday 16th February 2014

The note of the Full Patient Public Panel meeting held on Monday 16th February 2015 were accepted as an accurate record.

3.2/ Actions from Notes

Mrs Buckley noted that Ms McGhee and Mrs Wallace had not received any information about becoming members of the IHO Advisory Group and CAUTI Group. Mrs Buckley agreed to follow this up.

Action: Mrs Helena Buckley

4/ Update on Car-Parking and Transport Issues

Mr Craske attended the meeting to provide an update on car-parking and transport issues. Mr Craske briefly introduced himself and gave a short account of his role as Travel Manager.

A copy of Mr Craske's presentation would be distributed with the minutes, which talked about:

- Introduction
- FVRH Bus Service – Highlighted Passenger Volume
- FVRH Bus Service – News
- FVRH Car-Parking – Discussed the need for additional signage for the overflow car-park (Purple Car-Park) and main car-park (Blue Car-Park)
- Stirling Care Village – Project
- Falkirk Community Hospital

Mr Craske asked the group if they thought that Blue Badge Holders should be time managed? A discussion was held and Mr McGhee suggested designing a questionnaire and physically asking the drivers that are using the blue badge-holder spaces. Mrs Maclure said that the “Hello my name is.....” campaign would be launched on Friday 15th May 2015 therefore it may be beneficial to ask drivers on this day. The group spoke about carrying out a snap shot over a week and definitely covering a Saturday. Mr Craske reported that the barriers were open on a Saturday and Sunday and there were no time restrictions on these days. (Helena – were PPP going to be involved with asking blue badge holders. Not sure if Mark wanted any help with this)

Ms Allardyce mentioned that Falkirk were playing in the Cup Final on Saturday 30th May 2015 so there could be possibly be additional cars parked at FVRH as it is free car-parking. Mr Craske agreed to highlight this to Mr Andy Fowler in Serco.

Action: Mr Mark Craske

Mr Craske reported that work was still ongoing in relation to the Cardiology car-parking arrangements.

A discussion was then held about Serco staff checking the “Blue Badges” to see if they are valid as sometimes people do not realise they have expired. Mr Craske agreed to discuss this with Mr Fowler and feedback.

Action: Mr Mark Craske

Mr Craske spoke about the Annual Travel Survey that would be taking place at Forth Valley Royal Hospital and he agreed to confirm if the survey would be taking place on the same day as the “hello my name is.....” campaign on Friday 15th May 2015 as it may be beneficial if they were held on the same day.

Action: Mr Mark Craske

It was also agreed that an “expression of interest” form would be sent to Mr Craske for him to complete and see if members of the PPP would be interested in helping with the Annual Travel Survey.

Action: Mr Mark Craske

The group asked if open-visiting was making the car-parking situation worse. Mr Craske said that this would be picked up after the next travel survey and a comparison with previous years would be carried out.

The group then asked Mr Craske if NHS Forth Valley can enforce parking fines? Mr Craske said that NHS Forth Valley is private land which is contract law and they have the ability to take people to court. They have not yet done so but are in the process of re-looking at this and would start to enforce it.

The group thanked Mr Craske for attending the meeting.

5/ **SHARE Register**

Dr Wilson attended the meeting to provide information/presentation on the SHARE Register.

Dr Wilson reported that SHARE was launched in Forth Valley on Tuesday 10th March 2015 and SHARE is interested in boosting registrations.

Dr Wilson distributed a Registration Form to members to complete if they were interested, she also confirmed that the registration form could be completed on-line.

Dr Wilson said that they (R&D?) were proposing to send out registration forms with Out-Patient letters. She also said that if this group had any ideas on how to get people involved could they let her know.

Action: PPP Members

The members then asked the following questions:

- Is it Scotland wide?

Yes, all the Health Boards are taking part

- Who has access to the information?

Consent would have to be given to the researchers. People would be informed that the study would be taking place and the researchers would write out to confirm that you were happy to take part in the study.

- If you are taken on would you go to your local hospital or GP?

If it is through SHARE they would contact you.

- How is the register maintained? If a registrant had died, changed contact details or moved house who updates the system?

Dr Wilson was unsure about this and agreed to find out and feedback.

Action: Dr Rosemary Wilson

A copy of Dr Wilson's presentation would be distributed with the minutes.

6/ PPP Updates and Diaries of Engagement

Mrs Buckley explained that diaries of engagement linked back to Evaluating the Impact of the Patient Public Panel. Mrs Buckley stressed that the PPP diaries have been invaluable and Mrs Buckley was going to be looking at how many hours of PPP time is being used at NHS Forth Valley.

It was then agreed that the diaries of engagement should be sent to Mrs Buckley, copy by email if possible to Mrs Macguire, 10 days before a Full PPP Meeting for collating, but if they are late Mrs Buckley asked for them still to be forwarded on. Mrs Buckley asked if brief outline on each meeting the PPP attend could be written on the diaries of engagement.

Mrs Buckley reported that in the near future she was looking to develop a newsletter which would capture all relevant information to the PPP and illustrate what the PPP are involved with. Mrs McDuff said that updates would also be provided on the web-site.

The group also had a brief discussion regarding contacting the Chairs of the meetings where only one PPP member attends to ask if it would be possible to have 2 PPP members on each group instead of one. It was agreed that this would be discussed further at the next meeting.

Action: PPP Members

There was a discussion on the PPP Subgroups (Person Centred, Patient Safety and Patient Experience). Mrs Buckley said that it was too early to decide if the new format was working and it required more time before it was reviewed. It was then suggested if staff members of NHS Forth Valley and Serco who attended the subgroup meetings could be invited to the Full PPP Meetings to give updates.

7/ Update on PPP Terms of Reference

It was agreed that this agenda item would be discussed at the next PPP Full Panel Meeting.

8/ Any Other Business or Questions from New Members

8.1/ *PPP Questionnaire*

Mrs Buckley urged all PPP Members to complete the questionnaire which was sent out with the papers.

8.2/ *Welcome Boards at Ward Entrances*

There had been an opportunity for 2 PPP members to be involved in a short life group to look at 'Welcome Boards' in certain Ward Entrances. Mrs Buckley informed the meeting that Mrs Miller and Ms McGhee would be taking this forward.

8.3/ *Chest, Heart and Stroke Scotland*

Mrs Buckley said that there was a training day arranged with Chest, Heart and Stroke Scotland on Monday 1st June 2015 from 0930-1545 hours. Mrs Buckley said that if any PPP members wished to attend could they let her know.

Action: PPP Members

8.4/ *National Volunteering Week*

The National Volunteering Week will be held from the 1st-7th June 2015.

8.5/ *Website*

Mrs Buckley asked the PPP Members to provide information about themselves, about what they would like put on the website and confirm if they would like a photo of themselves put on the website.

Action: PPP Members

8.6/ *Jim Cowan*

Mr Jim Cowan reported that he would be resigning from the PPP to take up a position with the Scotland Wide Retirement Fellowship. All members wished him good luck in his new job and thanked him very much for all his hard work.

8.7/ *Neurological Core Group*

The Neurological Core Group are trialling "Your Plan". Mrs Buckley agreed to send round an e-mail to the PPP members for comments.

Action: Mrs Helena Buckley

9/ **Date & Time of Next Meeting**

The next meeting of the **Full Patient Public Panel** would be held on **Monday 22nd June 2015 at 0930 hours in Rooms 1&2, Learning Centre – (Forth Valley Royal Hospital).**