

Minute of the *Full Patient Public Panel* meeting held on *Monday 21st October 2015* at *0930 hours* in *Room 1, Learning Centre – (Forth Valley Royal Hospital)*

Present:

Mrs Margo Biggs, Patient Public Panel Member
Mr John Boyle, Patient Public Panel Member
Ms Lee Campbell, 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
Ms Margaret Gilmour, Patient Public Panel Member
Mr James Greenaway, Patient Public Panel Member
Mr Eddie Kelly, 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
Mrs Christina McNeil, Patient Public Panel Member
Mrs Mary Miller, Patient Public Panel Member
Mr Terence O’Byrne, Patient Public Panel Member
Mrs June Reid, Patient Public Panel Member
Mrs Helen Russell, Patient Public Panel Member
Ms Leela Sanchdev, 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
Mrs Jessie-Anne Malcolm, PPF Development Co-ordinator

In Attendance:

Mr Derek Blues, Local Officer, Scottish Health Council
Mr Jonathan Horwood, Infection Control Manager
Sister Anne Myles, Senior Charge Nurse, Day Medicine
Mrs Irene Warnock, Head of Nursing for Community

Apologies: **Patient Public Panel Members:**

- Carol Allardyce
- Lorna Beaton
- Meg De Asd Amasi
- David McLaren
- Grace Rae
- John Snaddon
- Eileen Wallace

NHS Forth Valley Staff

- Mrs Helena Buckley, Quality Manager

1/ Welcome, Introductions and Apologies

Mrs Macguire welcomed everyone to the meeting and thanked all for attending. The apologies for absence are detailed above.

2/ Minute of Full Patient Public Panel meeting held on Monday 17th August 2015

2.1 / Minute of the Full Patient Public Panel Meeting held on Monday 17th August 2015

The minutes from the Full Patient Public Panel Meeting held on Monday 17th August 2015 were accepted as an accurate record.

2.2/ Actions from Notes

2.2.1 Patient Experience

Mrs Maclure explained that Mr Greenaway was now the allocated PPP member in Ward B23 and this has been very successful. Mrs Maclure said that she had recently met with Sister Sarah Quinn, Senior Charge Nurse, Ward B23 who is more than happy to have Mr Greenaway helping out in the ward and a work-plan has been agreed outlining the tasks that Mr Greenaway would be involved in. Mrs Maclure said that she would be meeting again with Sister Quinn in a month's time to review.

Mr Greenaway explained to the group what he does in the ward, which includes:

- ⇒ assist patients with completing patient experience forms asking about their admission and treatment etc. Try to complete 5 forms a week with different patients
- ⇒ assist patients with completing comment cards to go in the Red Post Boxes

Mrs Maclure said that she was looking to have a PPP member in each ward but stressed that she didn't want to discourage people by thinking that it was full-time commitment. Mrs Maclure said we can work together to agree what is best if members would be interested. Mrs Russell asked if she could get a copy of the questionnaire that Mr Greenaway asks the patients to complete and said that she would be interested in doing this. Mrs Maclure agreed to send out a copy of the questionnaire to Mrs Russell.

Action: Mrs Karen Maclure

Mrs Biggs said that she and Mrs McNeil would be interested in helping out in the Oncology Department.

Mrs Crosbie enquired if there were any guidelines or training to direct PPP members. Mr Greenaway said he was more than happy to shadow any PPP members.

The group commended Mr Greenaway on all his hard work.

Mrs Maclure said that if any other PPP members were interested could they let her know.

Action: All PPP Members

Mrs Maclure also said she was looking at ways to improve the nurses' stations to make them more welcoming and less intimidating.

2.2.2 *First Impressions*

Mrs Maclure said that she and Mrs Marland had recently met with Ms Sharon Hamilton, Senior Charge Nurse, Out-Patients Department to discuss undertaking First Impressions training in the Out-Patients Department.

2.2.3 *“Hello my name is....”*

Mrs Maclure reported that the District Nursing Service is currently incorporating the “Hello my name is....” campaign.

3/ Advice Line For You (ALFY) Project

Mrs Macguire welcomed Mrs Warnock to the meeting and thanked her for taking the time to attend. Mrs Warnock began by explaining that she is now undertaking a more strategic role within the ALFY Project. Mrs Warnock said that the ALFY project is currently being run in Bo'ness but NHS Forth Valley are currently waiting for permission to run the project in Stirling and once this was up and running she would attend a future meeting to give a presentation.

Mrs Warnock said that the Scottish Government originally set this project up but it could be easily transferred elsewhere as it has been so successful. The Scottish Government have provided extra funding and self-directed support for the project. Mrs Warnock said that the nurses in Bo'ness currently manage the phone for ALFY but this was not what was anticipated and they are working on having the phone at one central point. Mrs Warnock said that to date the ALFY Project has received 65 calls and out of the these calls:

- 58% were dealt with on the phone
- 29% required advice and reassurance
- 3% avoided Hospital Admission

Mrs Warnock then gave the group an example of a case concerning a couple using the ALFY Project.

Mrs Warnock said that education sessions were being held in Bo'ness and these sessions would hopefully be rolled out to the whole of Forth Valley.

At these education sessions the staff are introduced to "Your Plan" which is used for patients over 65 years old. "Your Plan" holds various information on patients from Power of Attorney to Do Not Resuscitate. These plans are held in paper copy only as not everyone has access to a computer but in the future it is hoped to hold this information on e-ward / MIDAS and then this information would be available to be seen by GPs, Ambulance Service etc.

Mrs Warnock asked if the group had any questions/comments. The following were received:

- An excellent idea, one of the best for a while.

Once it is more substantial and a presentation available, Mrs Warnock agreed to attend a future meeting.

- If a patient has to attend the Emergency Department and then taken to a Community Hospital and then gets discharged home and something happens again can they contact ALFY again?

Yes, anyone over 65 years old can contact ALFY as many times as required.

- The PPP would be willing to help promote/disseminate/information on the service if this would be helpful.

Mrs Warnock agreed to feed this back at the next ALFY Project Group Meeting.

Action: Mrs Irene Warnock

Mrs Warnock asked if any PPP members had been invited to be a representative on the ALFY Project Group? The group said they had never been asked. Mrs Warnock agreed to also feed this back.

Action: Mrs Irene Warnock

- There are no reps from GP/ALFY Project on the Joint Integration Board in Falkirk and Mrs Crosbie agreed to raise this at the next Joint Integration Board Meeting.

Action: Mrs Evelyn Crosbie

- Ms McGhee showed the group a copy of "My Plan" for people with Chronic Conditions and said that Ms Trudy Foster, presented this at the last Clinical Review Services meeting and it was well received.

- Is the ALFY project an all day service or just out-of hours?

It is a 24 hour service.

The group thanked Mrs Warnock for attending the meeting.

4/ **Rapid Access Frailty Clinic**

The group welcomed Sister Anne Myles to the meeting.

Sister Myles explained that she had been invited to attend this meeting to give an update on the Rapid Access Frailty Clinic and gave a presentation which covered the following points:

- Scottish Executive Delivering for Health 2005

This slide showed population graphs from 1911 to 2031 (projected population)

- The Following Demographic Changes have been predicted for Forth Valley between 2011-2016.....

Need to think of new ways of treating older people as coming to hospital is not always the best option.

- Scottish Executive's 20/20 Vision
- The Frailty Pathway

Two years ago Dr Tom Downes from Sheffield gave a presentation on Frailty and he was inspirational. 8% of patients are discharged from the Rapid Access Frailty Clinic with all the necessary appointments. There are some beds set aside in Ward A11 for any patients who may need admission.

- Aims of Frailty Service
- The Rapid Access Frailty Clinic Team
- Numbers to Date
- Patient and Careers Experience

The group asked if the Rapid Access Frailty Clinic was open 7 days a week. Sister Myles said at the moment it was open Monday-Friday but the goal was to have it open 7 days a week.

A copy of Sister Myles presentation would be sent out with the minutes.

Action: Miss Leigh Fagan

5/ **Infection Control Update**

The group welcomed Mr Horwood to the meeting.

Mr Horwood provided the group with the following update:

- **SABS** – this is no longer a HEAT target, but now have a development plan in place. Had the first rise in 5 years in venflon infections and a lot of work has been carried out to reduce this. A SAB's Action Plan has been created. PVC and Maintenance Bundles have been created using the SPSP methodology.
- **PVC and Maintenance Bundles** – these were rolled out to the wards in August 2015 and now seeing a reduction in SABS.
- **C-Diff** – NHS Forth Valley have the lowest rate in Scotland but stressed would not be getting complacent.
- **Insertion and Maintenance Bundles** – currently working with Ms Tracy Gillies, Medical Director to get Insertion and Maintenance Bundles in place. Mr Horwood would provide feedback on this at the next meeting.

Action: Mr Jonathan Horwood

- **Area Prevention and Infection Control Questionnaires** – still awaiting feedback to see if any PPP members would be available to assist with these. Mrs Maclure to follow-up.

Action: Mrs Karen Maclure

Mr Horwood agreed to send a copy of the questionnaire to Mrs Maclure.

Action: Mr Jonathan Horwood

Ms McGhee said that she had written a brief note on Super Public Catheters which spoke about the anti-virus drugs she was currently using to help with infections. Ms McGhee gave the note to Mr Horwood for information.

6/ **Business Meeting**

- ***PPP Steering Group Update***

Mrs Maclure has now taken over as Chair of the PPP Steering Group Meeting and she stressed that she was fully committed to this role.

A copy of the minutes of the last PPP Steering Group meeting from the meeting held on Monday 21st September 2015 would be sent out to all members for information.

Action: Mrs Karen Maclure

Mr Jim Prentice was looking to interview PPP members and Mr McGhee and Mrs Macguire confirmed that they would be getting interviewed on Tuesday 27th October 2015.

Mrs Macguire and Mrs Maclure stressed that the Diaries of Involvement are extremely valuable and at the end of 2015 Mrs Maclure is looking to produce an annual report and the Diaries of Involvement would help showcase the work of the PPP.

Mrs Maclure said that the PPP need to be clear about their objectives for 2016.

A discussion was held on the Participation Request Forms and it was agreed that the system required to be looked at as the process was not good and needed to be more proactive. It was agreed to discuss this further at the next meeting and this would now be a standing agenda item on the PPP Steering Group and Full PPP meeting agendas.

Action: Mrs Karen Maclure

The group asked, from the Participation Request forms, who decided who would go on the group. It was agreed that these forms would now come to the PPP Steering Group for consideration and discussion.

Mr Jonathan Procter, IM&T Director, was looking for a PPP member to join his group and Mr O'Byrne said that he would join this group. Mrs Maclure said she would forward him the information and let Mr Procter know.

The group asked if there was a list of activities that the PPP members are on available. Mrs Macguire said that she had developed one and would send it to Mrs Maclure.

Action: Mrs Helen Macguire

Mr Blues said that there would be an invite for a national discussion going out soon to the PPP members.

- ***Communication and Task Group Update***

Mr McGhee showed the group the PPP Web page and said that if any other members would like their photo done to be put on the page could they please let Mrs Buckley know.

Action: All PPP Members

A copy of the first PPP News was circulated to the group and the group thanked Mr O'Byrne for pulling it all together. Mr O'Byrne asked that if any members had any information/articles they would like put in the next PPP News could they send it to him.

Action: All PPP Members

- ***Leaflet Task Group Update***

Mrs McDuff said that they had been involved in reviewing 5 leaflets in the last 2 months. Mrs McDuff stressed that the group were still not receiving any feedback on

the leaflets and if what they returned was useful. The Leaflet Task Group also said that they would like to receive a copy of the final document.

Mrs Maclure asked Mrs McDuff to send her a list of the leaflets they had recently reviewed and she would try and obtain feedback and a copy of the final document.

Action: Mrs Sheila McDuff and Mrs Karen Maclure

- *Diary of Involvement*

A copy of the Diary of Involvement from July to August 2015 was circulated prior to the meeting. Mrs Macguire said that it was going on the PPP Web page

- *Feedback from Morning Session of Annual Review*

Mrs Maclure said that this was a non-ministerial visit. Mrs Maclure said that the feedback received was very good. Mrs Crosbie and Mrs Miller provided a brief update on the visit.

7/ Any Other Competent Business

No further business was discussed.

8/ Date & Time of Next Meeting

The next meeting of the **Full Patient Public Panel** would be held on **Tuesday 15th December 2015 at 0930 hours in Forth Valley College, Stirling Campus.**