

**PATIENT PUBLIC PANEL – DIARY OF INVOLVEMENT**

**SEPTEMBER - OCTOBER 2015**

<b>SEPTEMBER</b>	<b>ENGAGEMENT DETAILS (meeting, survey, audit etc)</b>	<b>BRIEF COMMENTS</b>	<b>TIME (hrs)</b>
2	<i>Meeting with TO'B about starting up PPP Newsletter - JMcG</i>	<i>We agreed a possible style, frequency and method of engagement with members to get content</i>	<b>2.0</b>
9	<b>NHSFV Arts and Wellbeing Steering Group – DMcL, MA, HM</b>	<b>Exhibition and Events Programme ongoing with mix of media. Type of display continuing to be well received by patients and visitors.</b> <b>We were Invited to an exhibition, which followed our meeting – details in October Newsletter</b>	<b>7.5</b>
9	<i>Meeting with Jim Prentice and Helena Buckley - JMcG</i>	<i>Discussion around Radio Royal rep on Comms and Media group; Radio Royal News</i>	<b>1.0</b>
9	<b>NHSFV Bereavement Group – HM</b>	<b>Assist with collating bereavement packs and bags</b>	<b>3.0</b>
9	<b>NHSFV Annual Review on 16 September – MM, EC</b>	<b>Meet with Pauline Marland to discuss morning session</b>	<b>3.0</b>
11	<b>NHSFV Clinical Governance Committee – HM, EC</b>	<b>Minutes on NHSFV website</b>	<b>20.0</b>

14	NHSFV On-line Learning Modules on Feedback, Comments, Concerns and Complaints – MM, MB, HM, EC	5 Modules completed. Useful working through how complaints are dealt with, feedback and support for patients	12.0
16	NHSFV Annual Review – morning session – MM, EC	Patient engagement session followed by Awards ceremony for staff and lunch	8.0
16	NHSFV Annual Review – afternoon session – SMcG, MB, HM, MM, EW, JMcG, DMcL	9 members attended. MB asked questions on value of targets to patients and complaints. Good presentations – majority of questions came from those with concerns about General Practice. See Helena's report in October Newsletter	27.0
16	NHSFV Health Promoting Health Service Steering Group - MM		1.0
16	NHSFV Maternity Service Liaison Committee – Chaired by Margo Biggs – MB, HR	Presentation by Babs McCool, questions and discussions	3.0
17	NHSFV Standards of Care Review – MB, HM, SMcG, HR	Focus Group. Response to questions. Brief unclear. Document for HIS Inspectors, but view on questions being asked from patient perspective sought	17.0

17	<b>NHSFV Information Governance Group - JMcG</b>	<b>IG workplan for 2015-16 available to PPP; PPP asked to help with re-writing patient/visitor photograph guidance document</b>	<b>2.0</b>
18	<b>NHS National Services Scotland Conference organised by Health Improvement Scotland and facilitated by Scottish Health Council on work of NSS and MCNs, Health Protection, ISD and CFS – MB, SMcG, HM</b>	<b>Useful workshops and from a public involvement perspective. See Margo’s report in the October newsletter.</b>	<b>24.0</b>
18	<i>PPP Communications and Media Group - JMcG</i>	<i>PPP Contact with Radio Royal; Webpages; Visits to other HBs; Leaflet group update; Welcome Boards; PPP News; Patient/Visitor photography; Staff Guidance doc.</i>	<b>4.0</b>
18	<b>NHSFV Welcome Boards Meeting - MM</b>	<b>Karen Maclure is seeking clarity on the progress of WBs from Director of Nursing; Wilma Harley, on secondment at the moment, is returning to her post in Palliative Care in November.</b>	<b>2.0</b>
21	<i>PPP Steering Group – HM, JMcG, CMcN, MM, MB,EK, SMcD, EC, LC</i>	<i>Working towards way forward. Web pages; newsletter; Radio Royal interview; Diaries of Involvement; evaluation process; Members’ list of activities; full Panel agenda; Request for</i>	<b>27.0</b>

		<i>photography guidance doc and for ePR group participation</i>	
22	<b>NHSFV Person Centred Care Steering Group – MB, HM,</b>	<b>Reports from Karen Maclure on Strategies, Development Plans and initiatives eg ‘Hello my name is ...’</b>	<b>6.5</b>
23	<b>NHSFV Bereavement Group – CMcN</b>	<b>Assisting staff collate bereavement packs.</b>	<b>3.0</b>
23	<b>NHSFV MCN for Neurology – SMcG</b>	<b>Follow up on ‘My Plan’ project. Preparing for Stroke Awareness day/week. Palliative care protocols being put in place with Strathcarron.</b>	<b>4.5</b>
23	<b>SERCO Catering Survey, Ward B22 - JG</b>		<b>1.5</b>
24	<b>SERCO Domestic Audit, Ward A31 – JG</b>		<b>1.0</b>
29	<b>NHSFV Person Centred Agenda - Stall at Carseview – MM</b>	<b>Assisted in manning a stall to give Board members opportunity to ask questions about PC Health and Care Strategy, ‘Hello my name is ...’, Red Post Boxes for Feedback and some of the tools the Paediatric Ward staff used to get feedback from their patients.</b>	<b>1.0</b>
30	<b>NHSFV Falkirk Community Hospital – MB</b>	<b>‘Hello my name is ...’ Campaign</b>	<b>2.0</b>

<b>OCTOBER</b>			<b>0</b>
<b>1</b>	<b>NHSFV Patient Rights Steering Group – EC</b>	<b>Discussion regarding group’s remits and dynamics, planning for full PPP group.</b>	<b>2.5</b>
<i>1</i>	<i>Meeting between MM and EC to discuss their Annual Review morning session feedback to be given to full Panel Meeting on 21 October 2015</i>		<b>3.0</b>
<b>1</b>	<b>NHSFV Bereavement Group – MB, HM</b>	<b>Assisting staff collate bereavement packs</b>	<b>6.0</b>
<b>5</b>	<b>NHSFV Stirling Community Hospital – MM</b>	<b>‘Hello my name is...’ Campaign</b>	<b>3.0</b>
<b>5</b>	<i>Meeting in Ward B23 with Karen, Pauline and Charge Nurse Sarah Quinn - JG</i>	<i>To discuss Patient Experience Surveys</i>	<b>1.0</b>
<b>7</b>	<b>NHSFV Travel and Car Parking Group – HM, SMcG</b>	<b>Still waiting for bus timetable screens to be installed. David Taylor, Craighorn Consultancy looking at community transport for Clacks. SMcG and HM on Clacks Community Transport Group. Patrols to take place of visitor/patient car park mid week.</b>	<b>6.0</b>
<b>8</b>	<b>NHSFV Clinical Governance Working Group – EK</b>	<b>2-monthly meeting covering assurance, implementation, safe</b>	<b>10 .0</b>

		care, effectiveness and person centred care, and minutes of directorate clinical governance groups.	
8	NHSFV Neurological Voices - SMcG		3.0
8	Active and Independent Living Improvement Programme Event at NHSFV – MB, HM, SMcG	Programme improvement for Allied Health Professionals. Presentations and Breakout groups to address questions asked and feedback given later. Useful mix in groups.	13.0
9	NHSFV Falkirk Community Hospital – MB, HM	Putting together gold standard packs for Oncology - dissemination of information to enable the best care of cancer patients	9.0
15	NHSFV Patient Experience Survey/SERCO Catering Survey, Ward B23 - JG		2.0
17	<i>Scottish Health Council - EC</i>	<i>Recording ideas on what developments should take place in NHS</i>	0.45
19	<i>NHSFV Patient Experience Survey, Ward B23 – JG</i>		1.0
20	NHSFV Public Health, Sensory Centre – MM, MB, HM, SMcG	Health Behaviour Change Training. Report in November Newsletter	23.0

20	NHSFV Radio Royal – HM, JMcG	Preparation meeting with Jim Prentice for PPP interview. Interesting to see inside RR studio	4.0
21	Full PPP Meeting (20 members attended)	Presentations on ALFY, Frailty Unit and Infection Control; Progression of areas identified for involvement, Reports from Steering, Comms and Leaflet Groups; Annual Review feedback; JG's appointment as PPP Rep on Ward B23	60.0
22	NHSFV Bereavement Group - CMcN	Assisting staff with Bereavement packs	3.0
27	NHSFV Radio Royal – HM, JMcG	Radio Royal interview with Jim Prentice on PPP's role in NHSFV	3.0
27	SERCO Domestic Audit, B32 and Endoscopy- CMcN	No cleanliness concerns. Wards now appearing very cluttered. Storage issues?	2.5

Margo Biggs – MB  
Mary Miller – MM  
John McGhee – JMcG  
John Snaddon – JS  
Lee Campbell – LC  
John Boyle - JB

Sheila McDuff – SMcD  
Eddie Kelly – EK  
Terence O'Byrne – TO'B  
Meg Asd Amasi – MA  
Eileen Wallace – EW

Helen Russell - HR  
Carol Allardyce – CA  
Christina McNeil – CMcN  
Helen Macguire – HM  
Lawrie Dewar – LD

David McLaren - DMcL  
Evelyn Crosbie - EC  
James Greenaway - JG  
Sheila McGhee – SMcG  
June Reid - JR