

Notes of PPP Steering Group Meeting held on Monday 16th January 2017



Name of Group:	PPP Steering Group Meeting	
Date of Meeting:	Monday 16th January 2017 at 1000 hours in Room 1, Learning Centre, Forth Valley Royal Hospital	
Present:	<p>Carol Allardyce, PPP Member Derek Blues, Local Officer, Scottish Health Council Lee Campbell, PPP Member Evelyn Crosbie, PPP Member Margo Biggs, PPP Member Eddie Kelly, PPP Member Helen Macguire, PPP Member Karen Maclure, Person Centred and Patient Relations Manager – (Chair) Mary Miller, PPP Member</p>	
Welcome and Introductions	K Maclure welcomed all to the meeting.	
	Key Points of Action	Action
Apologies for Absence:	<i>H Buckley / John McGhee / S McDuff / C McNeil</i>	
Note from PPP Steering Group Meeting held on 21/11/2016	<p>The following changes were to be made to the notes from the PPP Steering Group Meeting held on Monday 19th September 2016:</p> <p><u>Page 1 – Transport Actions</u></p> <p><i>H Buckley reported that she and Mr Mark Craske, Transport Manager had met with the Order of St John’s and the Patient Transport Officer at Clackmannanshire Council to discuss transport issues to be changed to read</i></p> <p><i>“H Buckley reported that she and Mr Mark Craske, Transport Manager had met with the Order of St John’s to discuss transport issues”</i></p>	L Fagan

	<p><u>Page 6 – Review Sheet</u></p> <p><i>Mrs Macguire said that she had designed a review sheet which she had altered..... to be changed to read</i></p> <p>“Mrs Buckley said that she had designed a review sheet which she had altered....”</p> <p>Once these changes were made they would be accepted as an accurate record.</p>	<p>L Fagan</p>
<p>Matters Arising and Actions</p>	<ul style="list-style-type: none"> • Transport Actions <p>H Macguire said that she had forwarded on the information L Fagan had sent to her about “Driving Force” to Clackmannan Council. H Macguire updated the group on the problems Alloa has been experiencing and that was why she was raising this. H Macguire agreed to keep the group updated on any progress.</p> <p>Mrs Maclure said that she would speak with the Spiritual Care Team and see if any the local churches are involved in patient transport.</p> <p>C Allardyce said that she had spoken with a patient who was having transport issues from Balfron and she gave them M Craske’s details.</p>	<p>H Macguire</p> <p>K Maclure</p>
<p>Update on Recruitment of New PPP Members</p>	<p>K Maclure said that she had spoken with D Blues regarding how to take this forward.</p> <p>The advert was ready but it had been decided that recruitment of new PPP members would be postponed until further notice and H Buckley returns.</p>	

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	<p>The PPP Steering Group members said that they were happy to support this topic as much as possible.</p>	
<p>Communication and Media Group Update</p>	<p>J McGhee was unable to attend the meeting but provided the following update:</p> <ul style="list-style-type: none"> • The Communication and Media group do not plan to move forward with the Facebook Group suggestion given recent publicity about the poor quality / false reporting of postings. Also there may be difficulties with getting all members to sign up for Facebook accounts. • The Communication and Media Group would discontinue with the Welcome Boards topic as K Maclure had advised that it was being managed through the Person Centred Health and Care Operational Group. <p>M Biggs updated they were still waiting on a few members to complete their PPP Profile. It was agreed that L Fagan would send M Biggs and J McGhee the information she had received from the PPP members.</p> <p>H Macguire suggested changing the “Success Stories” every few months. M Biggs said that she would take this forward with the Communication and Media Group. The “Success Stories” could include:</p> <ul style="list-style-type: none"> • The PPP Members being part of the recruitment process for the Head of Nursing for the Medical Directorate • The PPP Members role in the Annual Review <p>It was agreed to ask J McGhee to add H Macguire to the distribution list for the Communication and Media Group.</p>	<p style="text-align: right;">L Fagan</p> <p style="text-align: right;">M Biggs</p> <p style="text-align: right;">L Fagan</p>

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PPP Participation Request Form Update	There were no PPP Participation Request Forms to discuss.	
Update on Diaries of Involvement	<p>The Diary of Involvement for November-December 2016 was tabled at the meeting.</p> <p>H Macguire said that she still had to update with J Greenaway's hours and would update and send an amended version.</p> <p>The group discussed the paper and K Maclure thanked H Macguire for collating all the information.</p>	H Macguire
Full PPP Agenda Setting for Full PPP Meeting on 27/02/2017	<p>The next Full PPP Meeting would be held on Monday 27th February 2017. The meeting agenda items would be:</p> <ul style="list-style-type: none"> ⇒ Morag Farquhar, Programme Director – The New Stirling Care Village ⇒ S West – Serco Update ⇒ J Horwood - Infection Control Update 	
Any Other Competent Business	<ul style="list-style-type: none"> • Helena Buckley <p>K Maclure updated the group that H Buckley would be absent from work until the end of April 2017. L Fagan would be the main point of contact and P Marland would assist when she can. K Maclure said that it was important that we all worked together to get the work done. K Maclure said that if there were any issues/concerns to contact her.</p> <ul style="list-style-type: none"> • Mobile Phone Coverage <p>C Allardyce said that she had received complaints from patients regarding the mobile phone coverage in Forth Valley Royal Hospital.</p>	PPP Steering Group Members

	<p>K Maclure agreed but stressed that because of the design of the building, the thickness of the walls there was no way of fixing this problem. K Maclure said that all wards have portable/mobile phones and to encourage the patients to use these.</p> <ul style="list-style-type: none"> <p>Complaints Procedures Policy</p> <p>K Maclure reported that she was updating/rewriting the Complaints Procedures Policy and she would keep the PPP updated on any progress.</p> <p>Contact Cards for Patient Relations Department</p> <p>The PPP Steering Group asked if they could have a supply of contact cards for the Patient Relations Department so if any patients enquire they can hand them a card. K Maclure said that they were on order and she would get them to them as soon as possible.</p> <p>“Discharge Packs”</p> <p>K Maclure then explained what the “Discharge Packs” were. These packs are for vulnerable patients over the age of 55 being discharged from hospital. The packs consist of a small loaf of brown bread / cheese slices / small pint of milk / packet of biscuits / margarine / small bag of fruit.</p> <p>These packs were previously funded by CVS Falkirk but the funding was ceased on 30/09/2016. Friends of Forth Valley have now confirmed funding to restart these packs.</p> <p>The criteria for patients who would receive these packs is being reviewed to include patients with additional support needs, patients with mental health problems, homelessness, poverty and it would include patients of all ages.</p> 	<p>K Maclure</p> <p>K Maclure</p>
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	<ul style="list-style-type: none"> • FVRH Atrium <p>L Campbell raised the issue of staff sitting in the atrium at Forth Valley Royal Hospital at lunchtime with their feet up on the seats eating their lunch as she had received a number of complaints from patients and members of the public. K Maclure agreed to raise this issue with R Ciccu-Moore and she would also speak to D Keir, Theatres Manager regarding staff in scrubs.</p>	<p>K Maclure</p>
<p>Date and Time of Next Meeting</p>	<p><i>Monday 20th March 2017 @ 1000 hours in Room 1, Learning Centre – (FVRH)</i></p>	