

Notes of PPP Steering Group Meeting held on Monday 27th March 2017



Name of Group:	PPP Steering Group Meeting	
Date of Meeting:	Monday 27th March 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 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) John McGhee, PPP Member Christina McNeil, PPP Member Mary Miller, PPP Member</p>	
Welcome and Introductions	K Maclure welcomed all to the meeting. As this would be K Maclure’s last meeting she took the opportunity to thank all the PPP Steering Group Members for all their hard work and said it had been a great pleasure working with them.	
	Key Points of Action	Action
Apologies for Absence:	<i>H Buckley / L Campbell</i>	
Note from PPP Steering Group Meeting held on 16/01/2017	The note from the PPP Steering Group Meeting held on Monday 16 th January 2017 was agreed as an accurate record.	
Matters Arising and Actions	<ul style="list-style-type: none"> Transport Actions <p>Outstanding Action – “Mrs Maclure said that she would speak with the Spiritual Care Team and see if any the local churches are involved in patient Transport.” – L Fagan would speak with Spiritual Care.</p> <p>D Blues said that he would check with CVS and ask if they had a list of transport volunteers that they could forward on.</p>	<p style="text-align: center;">L Fagan</p> <p style="text-align: center;">D Blues</p>

	<ul style="list-style-type: none"> • Complaints Handling Procedure <p>K Maclure said that the new Complaints Handling Procedure was presented at the NHS Board Meeting on 28/03/2017. K Maclure updated that with this new procedure she had to split the unacceptable actions and acceptable behaviours and make as an appendix so that it was not lost within the procedure. She said that the difference with this procedure is it focuses on early resolution. There was also 9 new Key Performance Indicators (KPI's).</p> <p>K Maclure said that they were in the process of training staff and there would also be a new Learn-Pro Module available to assist with training. The new Complaints Handling Procedure would be going live on Saturday 1st April 2017.</p> <p>A copy of the new Complaints Handling Procedure would be sent out to all members.</p>	<p>L Fagan</p>
<p>Communication and Media Group Update</p>	<p>J McGhee provided the group with the following update:</p> <p>⇒ PPP Website</p> <p>The “Success Stories” were now complete and updated on the website. There were new stories about Patient Experience from J Greenaway, C Allardyce and E Crosbie.</p> <p>The 10 years of PPP has now been archived.</p> <p>J McGhee spoke about the PPP building and maintaining this website and said that he and T O’Byrne were looking into how feasible this would be.</p>	

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	<p>J McGhee asked if the articles which were send to all the PPP Members about the new Head of Nursing for the Medical Directorate and Community Services Directorate could be published on the PPP Website. L Fagan would take forward with D Anderson.</p> <p>J McGhee said that he would take forward the PPP Profiles with H Buckley on her return.</p>	<p>L Fagan</p> <p>J McGhee / H Buckley</p>
PPP Participation Request Form Update	There were no PPP Participation Request Forms to discuss.	
Update on Diaries of Involvement	The Diary of Involvement for January-February 2017 was tabled at the meeting.	
Full PPP Agenda Setting for Full PPP Meeting on 24/04/2017	<p>The next Full PPP Meeting would be held on Monday 24th April 2017. The meeting agenda items would be:</p> <ul style="list-style-type: none"> ⇒ Dr Klara Ekevall, Consultant Obstetrician & Gynaecologist - Stillbirths ⇒ Mrs Rita Ciccu-Moore, Associate Director of Nursing – Care of Older People in Hospitals <p>Future Agenda items:</p> <ul style="list-style-type: none"> ⇒ Mrs Sandra Campbell, Nurse Consultant for Cancer and Palliative Care – 1:1 Macmillan ⇒ Tour of Maggie's Centre 	

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<p>Any Other Competent Business</p>	<ul style="list-style-type: none"> • Acknowledgements <p>K Maclure updated the group with the below acknowledgements:</p> <ul style="list-style-type: none"> ➤ Mrs Jane Grant, Chief Executive would be leaving NHS Forth Valley on 01/04/2017 to take up the post of Chief Executive at NHS Greater Glasgow and Clyde ➤ Mrs Karen Maclure, Person Centred and Patient Relations Manager would be leaving NHS Forth Valley on 21/04/2017 to take up post of Service Manager, East Kilbride Locality at NHS Lanarkshire ➤ Miss Diane Keir, Theatres Manager retired from NHS Forth Valley on Friday 31st March 2017. ➤ Mr Tom Steele, Director of Estates and Facilities would be leaving NHS Forth Valley and moving to NHS National Services Scotland <ul style="list-style-type: none"> • Person Centred Health and Care Day – 28/03/2017 <p>Due to limited spaces this event was filled very quickly.</p> <p>An apology was made for not advising PPP members when it was known that there were no available spaces as it had been raised at the previous Steering Group meeting, to hold the date of the PCHC Day in their diaries. It had been anticipated that there would be some PPP representation at this event.</p> <ul style="list-style-type: none"> • It was agreed that K Maclure’s successor would take over as Chair of this meeting and D Blues would take over in the interim until the person was in post. 	
<p>Date and Time of Next Meeting</p>	<p><i>Monday 22nd May 2017 @ 1000 hours in Room 5, Learning Centre – (FVRH)</i></p>	