

Notes of the Patient Public Panel Steering Group held on Wednesday, 28 January 2015 at 10.00 am in Room 7, Learning Centre, Forth Valley Royal Hospital. .

PRESENT: Mrs Lee Campbell (Chair)  
Mrs Helen Macguire  
Mrs Evelyn Crosbie  
Mr Jim Cowan  
Ms Carol Allardyce  
Mrs Sheila McDuff  
Ms Christina McNeil  
Mrs Mary Miller  
Mr John McGhee

**Staff Members**

Mrs Karen Maclure, Person Centred and Patient Relations Manager  
Mrs Jessie-Anne Malcolm, PPF Co-ordinator  
Mrs Caroline Logan, PA to Person Centred & Patient Relations Manager

APOLOGIES: Mrs Margo Biggs

1 **NOTES OF THE PREVIOUS MEETING**

It was noted that no notes were available from the previous meeting.

2 **CLINICAL SERVICES REVIEW**

Concern was raised by members of the Steering Group with regard to their level of involvement in respect of the Clinical Services Review currently being undertaken by NHS Forth Valley. Clarification and understanding was sought from Mrs Maclure and Mrs Marland as to the Board's reasoning for this course of action. The members explained that in the past there has been PPP representation at the beginning of any major redesign/reviews of services by the Board.

Mrs Maclure clarified the Board's position with regard to the Clinical Services Review and explained that the Board required to understand the direction of the strategic process involved and clinical decision making process prior to undertaking a review of services. During its discussions the Board agreed to obtain the views and opinions from its stakeholders and the general public by involving them in 4 public events held in Stirling, Alloa, Falkirk and Callander. It should be noted that the PPP were the first group to have sight of the Clinical Services Review presentation prior to holding the public events. Once the information gathering process had been completed and the information analysed, the Board had agreed to involve its Stakeholders, which included the PPP, in the Reference Groups. The Reference Groups are linked into the 8 workstreams of the Review.

Mrs Campbell expressed her confusion, as it was her understanding that they would be involved from the beginning of the process and it was to her surprise at the 18 December 2014 meeting, when Mrs Maclure clarified the position that they would only become involved at the Reference Group stage. Mrs Maclure re-assured the Steering Group that there is no hidden agenda and the Board are holding the review in an open and engaging format with its stakeholders and general public.

Mrs Crosbie expressed her view that how can the PPP purposefully be involved when they are not involved in the strategy meetings and that the members of the PPP are a very able and knowledgeable group of people who want to be involved in clinical discussions and contribute effectively. Mrs Maclure agreed to make the Board aware of Mrs Crosbie's views. Mrs Crosbie raised her concern in understanding what their role is in the Clinical Services Review process. Mrs Maclure re-iterated that once the feedback from all the events had been collated and analysed the information would be shared with the members of the Reference Groups and it would become clear what their role would be. At present no information is available to share with the PPP and Stakeholders.

Mrs Marland reported that the feedback received from the focus groups held at the public events is very informative and valuable. There are still opportunities for people to feedback their views through the website and attending the Falkirk event which is still to take place. It was proposed that the Planners would be invited to speak to the Reference Groups and invite them to a future PPP steering Group to discuss the Review.

Mrs Allardyce sought clarification when the information from the events would be available and presented to the Reference Groups. Mrs Maclure advised that it is anticipated that the information would be available in May. Mrs Marland advised that following the evening events, she is currently organising public engagement events in local shopping centres to gather information.

Mrs Campbell requested an update on the Integration of Services Review. It was agreed that an update would be given at a future meeting.

Mr McGhee proposed that a possible solution to gathering views from the public would be to hold surgeries similar to those held by MPs/MSPs. Mrs Campbell advised that the difficulty of this format would be how these would be managed and supported. It was agreed that further thought and consideration would be required for this idea to be taken forward.

Mrs Crosbie felt that the PPP was currently despondent and rudderless, she currently has no insight into the direction of the PPP. Some members outlined their views of the purpose of the PPP.

- Quality Assurance
- Consultative Role
- Representative of patients and members of the public

Mrs Marland took on board that the PPP felt despondent and rudderless. Discussion followed with regard to the format of the sub groups. Mrs Macguire advised that the diary evaluation of the groups was continuing and it was highlighted that there is a difficulty in engaging new members in groups, as the groups are all well established and there seems to be shortage of new workstreams available for the PPP to become involved in. Mrs Crosbie raised a concern with regard to the duplication of work across some of the subgroups. With regard to the format of the Full Panel and Steering Group it was proposed that the meetings could be held on alternate months with the sub groups disbanded. The Full Panel meeting would be divided into 2 sessions with the formal work of the group taking place and presentations in one part and focus groups in the second part.

Mrs Marland summarised that the Steering Group would function as a working group and become more focussed and pro-active rather than reactive using a method of on-going evaluation and reflective practice. It was agreed that the proposals would be circulated round the group prior to the next meeting.

### 3 **WEBSITE**

Mr McGhee advised that a small working group consisting of Sheila McDuff, Terence O'Byrne, Helen Macguire and himself had been established to take forward the development of the PPP Website. Mr McGhee circulated a paper proposing the design and way forward for the website. It was noted that the design of the website was still being developed and any suggestions/proposals would be welcome. It was proposed that the website would contain:

- Structure of the PPP
- Background of the PPP and members
- Events
- Success Stories – work groups/feedback
- Papers/Agendas/Notes

Mr McGhee advised that on-going discussions with Mr David Anderson, Webmaster were being held and with the support of Mr Anderson it is hoped that the PPP Website would be progressed and developed. Further discussions were required on how the website would be managed and kept up-to-date. Mr McGhee agreed to keep the Steering Group updated with regard to progress at future meetings.

#### 4 **WAY FORWARD**

The Group agreed to propose to the Full Panel the changes with regard to alternative meetings each month of the Steering Group and Full Panel.

Discussion took place with regard to the membership of the PPP and how to engage with the less active members by engaging and supporting them to express their commitment to the work of the PPP.

Discussion also took place with regard to extending the diary of involvement to include all members and not just the Steering Group. It was agreed that it was a good tool to gather information on the work of the PPP and assisted in evaluating the value of the PPP to the organisation. The option of being able to send the diary via e-mail was discussed and it was agreed to carry out an assessment of whether members have access to the internet and e-mail. Mrs Maclure offered to assist with organising training for members if required.

#### 5 **TERMS OF REFERENCE**

The Steering Group were presented with copies of the PPP Terms of Reference. It was noted that the Terms of Reference required to be updated. After a brief discussion, it was agreed to hold a dedicated meeting of the Steering Group to discuss the Terms of Reference. It was proposed that the meeting would be held on Monday, 16 February at 9.30 am, venue to be confirmed.

#### 6 **FUTURE AGENDA ITEMS**

- Terms of Reference
- Patients Rights
- Infection Control
- Integrated Healthcare Services
- Frailty Unit
- Mental Health Unit.