Minutes of a meeting of the Patient and Client Experience Committee held on Thursday, 7th March 2019 at 10.30 a.m. in the Boardroom, Trust Headquarters

PRESENT:

Mr J Wilkinson, Non-Executive Director (Chair)
Mrs R Brownlee, Trust Chair
Ms E Mullan, Non-Executive Director
Ms G Donaghy, Non-Executive Director
Ms S Doherty, PPI Panel representative
Mr P Donnelly, PPI Panel representative

IN ATTENDANCE:

Mrs M McClements, Director of Older People and Primary Care Services
Mrs E Gishkori, Director of Acute Services
Mr P Morgan, Director of Children and Young People’s Services
Mrs H Trouton, Interim Executive Director of Nursing
Mr A Corrigan, Acting Assistant Director Mental Health (for Mr B McNeany, Director of Mental Health and Disability Services)
Mrs P Tally, Assistant Director of Best Care Best Value
Mr G Rocks, Assistant Director for Promoting Wellbeing
Mrs T Reid, Interim Assistant Director, Clinical and Social Care Governance
Mrs S Judt, Board Assurance Manager
Mrs J Comac, PA to Chair (Minutes)

APOLOGIES:

Mrs P Leeson, Non-Executive Director
Mr R Hamilton, PPI Panel representative
Mrs A Burrell, PPI Panel representative
Mrs A Magwood, Director of Performance and Reform
Mr B McNeany, Director of Mental Health and Disability Services
Mrs M Marshall, Assistant Director of Nursing
Mr R Dixon, Patient and Client Council
2. **CHAIR’S BUSINESS**

Mr Wilkinson welcomed everyone to the meeting and thanked those who had prepared papers. He also welcomed Mr Corrigan and Mrs Reid to the meeting.

Mr Wilkinson highlighted the contribution from the Patient and Client Council and asked if there were any areas the Committee could take forward from 2 recent reports. Mr Morgan advised that he would consider the ‘Relationships Matter: An analysis of complaints about social workers to the Northern Ireland Social Care Council and the Patient and Client Council’ report and report back to the Committee.

Mr Wilkinson reminded members of meeting etiquette. The use of laptops should only be for accessing papers and that no mobile phones should be switched on during the meeting.

3. **MINUTES OF MEETING HELD ON 11th DECEMBER 2018**

The Minutes of the meeting held on 11th December 2018 were agreed as an accurate record.

4. **MATTERS ARISING FROM PREVIOUS MINUTES**

Mr Wilkinson spoke to the above. Mrs Gishkori updated members on the matter arising regarding waiting times and advised that GPs would have details of the length of waiting times to advise patients/clients.

5. **PPI**

Mrs McClements spoke to the above and advised members that the Trust secured recurrent resource to expand the PPI Team. She added that she was very proud of the impact across the Directorates in relation to PPI.

i) **PPI Corporate Action Plan 18/19**

Mr Rocks spoke to the above and advised that many of the actions are green. He added that comments have been made to the Public Health Agency (PHA) and that the Trust is awaiting a response. Mr Wilkinson acknowledged the success of PPI across the Trust and
commended the team.

ii) Draft PPI Corporate Action Plan 19/20

Mr Rocks spoke to the above and advised that the Trust has embedded recommendations from the PHA year-on-year. He added that there may be further recommendations from the PHA but to date nothing further has been received.

iii) PPI Impact Flyers

Mr Rocks spoke to the above and members noted same. Mr Wilkinson commended the work by staff involved and said that the flyers were very informative and interesting.

iv) PPI Small Grants Report

Mr Rocks updated members on the PPI Small Grants Report and the Transformation Funding and highlighted that the Trust is interviewing for Service User and Carer Consultants next week. Mr Corrigan added that the Mental Health Directorate have advertised for a Service User and Carer Consultant within their Directorate and interviews will be held this month.

Mr Rocks informed members that there was an excellent response to the small grants programme with 31 applications from across all programmes of care being received. He added that some of the other Trusts had not availed of their full allocation, so the PPI Team approached the PHA to enquire if this could be re-directed to the Southern Trust so that as many applications as possible could be funded. The PHA sought approval from the Department of Health and a further £45k was allocated.

Members discussed the concept of Citizen Hubs as a means of engaging with service users and other stakeholders and Mr Wilkinson spoke of the Committee’s support for the ongoing work in relation to these Hubs. Ms Donaghy asked if the Trust was aligning with GPs.
v) Update on Transformation funding

Updated under PPI Small Grants Report.

vi) PPI Panel Update

Mrs Doherty updated members. Mrs Brownlee asked about recruitment of new members. Mrs Doherty advised they have a new member and are continuing to try and encourage others to join.

6. QUALITY IMPROVEMENT

i) Quality Improvement Highlight Summary Report

Mrs Tally spoke to the above and updated members. She highlighted that the Quality Improvement Team had been shortlisted for the ‘Recognising Learning Endeavour Awards 2019’ and were highly commended. Mrs Tally also advised members that the Trust has secured resources to roll out the regional implementation of the Quality Improvement Award Programme which all Trusts are participating in.

Ms Mullan left the meeting at 11.45 am

7. PATIENT CLIENT EXPERIENCE STEERING GROUP UPDATE

i) Patient Client Experience Report

Mrs Trouton spoke to the above and updated members. She highlighted the creation of a Human Hospital space – A Public Living Room. Mrs Trouton advised that this is an innovative concept developed by an organisation called Camerados which aims to create social environments that enable human connections by creating spaces for people to be alongside as equals and look out for each other.

Mr Wilkinson welcomed this initiative. He referred to the use of patient experience information to drive improvement and the importance of the information coming from various strands e.g. the 10,000 Voices; Complaints and Compliments; PPI etc all linking together. Mrs Trouton stated that whilst links have been strengthened with the PCE Programme, Quality Improvement and Complaints and Compliments Departments, there remains more work to be done.
Mr Wilkinson raised the ‘Noise at Night’ which has been on the agenda some time. Mrs Trouton advised that the reduction of Noise at Night is included in the regional and Trust PCE Plan and that she will be meeting with the Public Health Agency to advise them of work that the Trust has done in relation to this. Mrs Trouton added that she will ask if a review of regional initiatives could be undertaken.

ii) Evaluation of Patient Client Experience Volunteer Programme with Portadown College Students

Mrs Trouton referred members to the feedback from the students as detailed in their papers. She advised that although overall the students benefitted from the experience, they would have preferred the opportunity to complete a pupil placement with an element of capturing the patient experience included. Mrs Trouton added that the approach is being adapted following feedback from the students. The second phase of the pilot is to test the role in Daisy Hill Hospital and it is anticipated that established volunteers will be used. She also advised that a number of the young people are now going to become volunteers. Mr Corrigan said that he felt this programme could be built on, especially within Mental Health services. Mrs Trouton to liaise with Mr Corrigan regarding same.

8. COMPLAINTS AND COMPLIMENTS REPORT

Mrs Reid spoke to the above and briefed members.

Ms Donaghy highlighted the ‘Professional Assessment of Need’ category on page 5 of the report and stated that the definition could be clearer. Ms Donaghy also asked where GP complaints are captured. Mrs McClements advised that GP complaints would go to the Health and Social Care Board as they are responsible for GP services. She added that the Trust could capture information in relation to Bannview GP Practice as this is managed by the Trust. Mr Wilkinson asked that this is included in the Complaints and Compliments Report for a future Committee meeting.

Mr Wilkinson commented that it was good to see feedback from the Healthcare Complaint Analysis Tool/London School of Economics work,
however more work is needed on this.

*Mr Morgan left the meeting at 12.30 pm*

9. **ANY OTHER BUSINESS**

Mr Wilkinson advised members that the Estates Department will be coming to the June meeting to give a presentation on the work they are doing on ‘Improving the Patient Client Experience’.

Mr Wilkinson asked Mrs Tally was there any update on the ‘What Matters to You’. Mrs Tally advised that the action plans from last year have been circulated to Directorates to update. Mrs Tally advised that she would report back to a future Committee meeting regarding same.

Mrs Brownlee suggested writing to the Patient and Client Council to reiterate the important part they play on this Committee and encourage their continued participation. Mr Wilkinson agreed to write.

**SIGNED: __________________**

**DATED: __________________**