

Herts Valleys Clinical Commissioning Group

Minutes of the Patient and Public Involvement Committee held on 18 March 2015 in the Apsley Room, Hemel One, Hemel Hempstead

Present

Caroline Sutherland, Patient and Public Representative (Hertsmere)
(Chaired the meeting on behalf of A Gardner)

Laura Abel, Assistant to Head of Corporate Governance
Heather Aylward, Public Engagement Manager
Colin Barry, Patient and Public Representative (Watford and Three Rivers)
Victor Boulter, Patient and Public Representative (Watford and Three Rivers)
Madeleine Donohue, Patient and Public Representative (Dacorum)
Marie-Anne Essam, GP Patient and Public Involvement Lead
Alison Fitzgerald, Strategic Lead Nurse (Health and Community Services at Hertfordshire County Council)
Lynn Hughes, Interim Head of Corporate Governance
Louise Jenkins, Health Liaison Team Lead Nurse and Clinical Supervisor (Health and Community Services at Hertfordshire County Council)
Sundera Kumara-Moorthy (Kumar), Patient Representative (Hertsmere)
Jan Norman, Director of Nursing and Quality
Juliet Rodgers, Associate Director of Communications
Avni Shah, Assistant Director - Planned and Primary Care (*item PPI/87/15 only*)
Alan Warren, Chief Finance Officer
John Wigley, Patient Representative (St Albans and Harpenden)

PPI/80/15 **Welcome and Apologies for Absence**

- 80.1 C Sutherland welcomed everyone to the meeting.
- 80.2 Apologies for absence were received from A Gardner, R Hillyard, R Pike and G Ross.
- 80.3 M Donohue explained that she and R Pike had withdrawn as Patient Representatives for Dacorum and had been replaced by Margaret Morgan and Graham Cartmell. C Sutherland placed her thanks on record for the time M Donohue and R Pike had devoted their time to represent the patient's voice.

PPI/81/15 **Declaration of Interests**

- 81.1 There were no new interests declared and no interests declared in relation to open items on the agenda.

PPI/82/15 **Minutes of the Previous Meeting**

- 82.1 The minutes of the previous meeting held on 10 December 2014 were accepted as an accurate record.

PPI/83/15 Matters Arising and Action Log

83.1 Roles and Responsibilities of Patient Representative on the PPI Committee

L Hughes reminded Patient Representatives to sign and return the Roles and Responsibilities document to her and she agreed to re-circulate the document following the meeting.

ACTION PPI/83.1/15 (L Hughes/All Patient Representatives)

83.2 It was agreed that completed actions would be closed and open actions were discussed in turn.

PPI/63.1/14 Training, Education Resource and Learning Group (TERL). It was agreed that V Boulter would be the patient representative for that group and C Barry would deputise in V Boulter's absence.

PPI/75.3/14 Strategic Review Update - PPI Committee Patient Representative. J Rodgers explained that she had received no interest from patient representatives to date. A discussion took place around the nature of the input required and it was agreed that J Rodgers and H Aylward would discuss this further outside of the meeting. C Barry agreed to act as the patient representative until a more permanent arrangement was made.

PPI/84/15 Feedback from Patient Representatives on HVCCG Meetings

84.1 Patient representatives discussed in turn their involvement with activities across the CCG's business which was noted. The Patient Representatives agreed to inform J Rodgers and H Aylward via email of their involvement in any Committees/Groups across the CCG in order that a central database could be created to reflect information flows between the Patient Groups and the CCG.

ACTION PPI/84.1/15 (All Patient Representatives/J Rodgers/H Aylward)

84.2 It was also agreed that an induction/development programme for new Patient Representatives would be arranged to include the purpose of each Committee/Group and their reporting lines.

ACTION PPI/84.2/15 (H Aylward)

84.3 C Sutherland explained that she had produced an 'Understanding the Structure' document which included list of acronyms which she agreed to circulate patient representatives.

ACTION PPI/84.3/15 (C Sutherland)

84.4 In response to a query from Sundera Kumara-Moorthy with regards to the changes implemented following public involvement, J Rodgers agreed that there was a need for that to be considered for all CCG initiatives. Following discussion J Norman agreed to look at ways of responding to 'informal' patient feedback such as telephone calls in instances when no formal complaints are made.

ACTION PPI/84.4/15 (J Rodgers/J Norman)

84.5 Greater awareness of Care Quality Commission (CQC) 'Listening Events' within Herts Valleys was discussed and J Rodgers agreed to consider how advertisements could be improved upon throughout Locality areas. H Aylward agreed to cascade the information once it had been received.

ACTION PPI/84.5/15 (J Rodgers /H Aylward)

PPI/85.15 Patient Engagement Update

85.1 H Aylward spoke to the Patient Engagement report which provided information on the engagement activity that had taken place since the last meeting. She highlighted the Patient Practice Group 'network event' organised to take place on 28 April 2015.

85.2 J Rodgers drew reference to the recent Twitter information session that had been held at the CCG's offices and encouraged patient representatives who had not already done so to set up accounts. J Rodgers and V Boulter agreed to discuss this further outside of the meeting.

ACTION PPI/85.2/15 (J Rodgers /V Boulter)

85.3 H Aylward agreed to organise an additional Twitter session and also agreed to consider with J Rodgers how the use of Twitter could be promoted more effectively going forward.

ACTION PPI/84.3/15 (J Rodgers /H Aylward)

85.4 In response to patient representatives' concerns over the limited number of Board Members present at the 'Meet the Board' luncheon which had been arranged prior to the Board meeting on 5 March 2015. L Hughes explained that unfortunately the Health and Wellbeing Board had been arranged to take place at the same time which prevented a small number of Board members attending the lunch.

PPI/86/15 Locality Reports on Patient and Public Involvement

86.1 Dacorum Report

The Dacorum Patient Group report provided an update on activity that had taken place since the last meeting and M Donohue highlighted the forthcoming meetings which were noted.

86.2 Hertsmere Report

The Hertsmere Patient Group report provided an update of activity that had taken place since the last meeting which was noted. Reference was drawn to the Homefirst pilot which initiated discussion.

86.3 St Albans and Harpenden

The St Albans and Harpenden Patient Group report provided an update of activity that had taken place since the last meeting which was noted.

86.4 Watford and Three Rivers Report

The Watford and Three Rivers Patient Group report provided an update of activity that had taken place since the last meeting which was noted.

86.5 The format of the Locality Reports was discussed. It was noted that in line with what was agreed in the Patient and Public Involvement Terms of Reference and Roles and Responsibilities documents, Patient Group Report updates needed to reflect information from the Locality Patient Group back to the PPI Committee. Patient representatives then need to report back to their Locality Patient Groups with factual and not personal perspective information in reports.

ACTION PPI/86.5/15 (Patient Representatives)

PPI/87/15 Out of Area DES and GP Choice

87.1 A Shah explained the recent change to the patient registration 'rules' which would allow patients to register at a 'non-local' practice, e.g. closer to their place of work or study rather than their place of residence. She listed the HVCCG practices that had registered to provide in hours urgent primary care to patients registered out of area which was noted.

PPI/88/15 The Purple Star Strategy

88.1 Alison Fitzgerald, Strategic Lead Nurse and Louise Jenkins, Health Liaison Team Lead Nurse and Clinical Supervisor from Health and Community Services at Hertfordshire County Council

delivered a presentation on the work undertaken to tackle health inequalities for those who people who have learning difficulties. It was agreed that there would be a further update to the Committee in six months' time.

ACTION PPI/88.1/15 (A Fitzgerald)

PPI/89/15 Any Other Business

89.1 There was no other business.

PPI/90/15 Date and Time of Next Meeting

90.1 The next meeting is scheduled to take place on Wednesday, 29 April 2015 at 10am in the Apsley Meeting Room, Hemel One, Hemel Hempstead.