

**Minutes of a meeting of the Patient and Client Experience Committee
held on Thursday, 19th September 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:

Mr P Morgan, Director of Children and Young People's Services
Mrs H Trouton, Interim Executive Director of Nursing
Mr B Beattie, Acting Director of Older People and Primary Care
Mr G Rocks, Assistant Director for Promoting Wellbeing
Mrs P Tally, Assistant Director of Best Care Best Value
Mr A Corrigan, Assistant Director Mental Health (for Mr B McNeany)
Mrs A McVey, Assistant Director Acute Services (for Mrs M McClements)
Ms F Davidson, Head of Patient Safety, Data and Improvement (for Mrs T Reid)
Ms C Collins, Chair of Patient and Client Council
Mrs P Keenan, Boardroom Apprentice
Mrs S Judt, Board Assurance Manager
Mrs J Comac, PA to Chair (Minutes)

APOLOGIES:

Mrs E Gishkori, Director of Acute Services
Mr B McNeany, Director of Mental Health and Disability Services
Mrs M McClements, Director of Older People and Primary Care Services
Mrs A Magwood, Director of Performance and Reform
Mrs T Reid, Interim Assistant Director, Clinical and Social Care Governance
Mr R Hamilton, PPI Panel representative
Mrs A Burrell, PPI Panel representative
Mr R Dixon, Patient and Client Council

PRESENTATION: 'REFLECTIONS ON PATIENT EXPERIENCE IN THE THORNDALE UNIT, CRAIGAVON AREA HOSPITAL

Ms Kate O'Neill, Nurse Specialist, Thorndale Unit provided members with a brief summary on the background of the Unit. She then informed members of the establishment of a new clinic format within the Unit and the benefits to staff and patients and the improvement in the patient/client experience. A short discussion ensued in which Ms O'Neill highlighted some of the challenges going forward.

Mr Wilkinson thanked Ms O'Neill for her presentation and asked her to convey the Committee's gratitude for all the work they do in the Thorndale Unit.

2. CHAIR'S BUSINESS

Mr Wilkinson welcomed everyone to the meeting and advised that Mrs P Leeson, Non Executive Director, was no longer a member of the Committee and expressed his thanks for her contribution to the Committee. He also welcomed Mr B Beattie to his first meeting as Acting Director of Older People and Primary Care; Mrs P Keenan, Boardroom Apprentice and Ms C Collins, Chair of the Patient and Client Council.

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 13TH JUNE 2019

The Minutes of the meeting held on 13th June 2019 were agreed as an accurate record subject to the amendment of the Patient and Client Council Chief Executive's name.

4. MATTERS ARISING FROM PREVIOUS MINUTES

Mr Wilkinson spoke to the above and members noted same.

Mr Beattie gave a verbal update on the replacement for Dr Rodgers. He advised that a permanent appointment hasn't been made yet but hopeful

that this will happen shortly. He added that in the interim, two members of staff are job sharing the role on a temporary basis.

5. PPI

i) PPI Corporate Action Plan 19/20

Mr Rocks spoke to the above and highlighted those areas which remain amber as at 31st August 2019. He highlighted key deliverable on Page 4 of the document 'Identify a Non Executive and Executive lead for all aspects of partnership working'. Mr Wilkinson advised that he would follow-up through the Chair/Chief Executive's Office in relation to this.

Mr Wilkinson noted the retirement of Mrs C Agnew, Head of Service User Involvement and Professional Lead for Community Development and highlighted the significant contribution she had made within PPI. In response to a query from Mrs Brownlee, Mr Rocks provided assurance that a recruitment process was underway for Mrs Agnew's replacement.

ii) PPI Impact Flyers

Mr Rocks presented above and members noted same.

iii) PPI Draft Annual Report 18/19

Members discussed the above-named report and Mr Wilkinson thanked all those involved in producing this very informative report.

iv) PPI Involve Fest

Mr Rocks informed members of the PPI Involve Fest which is scheduled to take place from 18-22 November 2019. He added that this will be a week-long celebration of the important contribution of PPI in shaping, supporting and improving Health and Social Care in Northern Ireland.

v) PPI Panel Update

Mr Donnelly spoke to the above and members noted same. Panel members remarked on the amount of work required.

Mr Rocks left the meeting at 11.50 am

6. QUALITY IMPROVEMENT

Mrs Tally presented the above paper and highlighted the regional QI Award programme for service users, carers and Trust staff. She added that an interim evaluation report is currently being collated and will be available for the next Committee meeting.

Mrs Tally also highlighted the Trust 6th Annual Quality Improvement Event which is taking place on 15th November 2019.

7. COMPLAINTS AND COMPLIMENTS REPORT

Ms Davidson spoke to the above report and members discussed same.

Mr Wilkinson highlighted the LSC/HCAT Tool and asked that the outworking of this tool would be returned to the Committee as soon as appropriate.

Mrs Brownlee said it was disappointing that staff attitude and behaviour and communication were still top of the Complaint Subjects.

8. PATIENT AND CLIENT COUNCIL UPDATE

Ms Collins, Chair of the Patient and Client Council, provided members with an update in the absence of Mr Dixon. She advised members that the Patient and Client Council had begun a process of change with the appointment of herself as Chair and Ms Vivian McConvey as Chief Executive. Ms Collins added that the Patient and Client Council are holding an event in October to relaunch the organisation and invitations will be sent out in due course.

Mr Wilkinson thanked Ms Collins and encouraged the continued close relationship between the Council and the Trust.

9. PATIENT CLIENT EXPERIENCE STEERING GROUP UPDATE

i) Patient Client Experience Report

Mrs Trouton updated members on the Patient Client Experience Steering Group Work Plan.

Members discussed the project in relation to the experience of accessing health services when homeless and asked why this was on hold. Mrs Trouton advised that the Chief Nursing Officer needs to carry out a scoping exercise initially to ascertain how this information would be collated.

10. DRAFT ANNUAL REPORT OF THE PATIENT AND CLIENT EXPERIENCE COMMITTEE

Mr Wilkinson spoke to the above and members approved same.

11. SCHEDULE OF MEETINGS 2020

Members noted the above and approved same. Mrs Brownlee asked if the starting time of the meeting could be earlier. Mrs Doherty advised that she would raise this with the panel and report back at next meeting.

12. PATIENT AND CLIENT EXPERIENCE COMMITTEE SELF-ASSESSMENT

Members completed the self-assessment following the meeting.

13. ANY OTHER BUSINESS

No other items to discuss. Mr Wilkinson thanked members for their attendance.

SIGNED: _____

DATED: _____