

**Minutes of a meeting of the Patient and Client Experience Committee
held on Thursday, 20th September 2018 at 10.30 a.m. in the
Boardroom, Trust Headquarters**

PRESENT:

Mr J Wilkinson, Non-Executive Director (Chair)
Ms G Donaghy, Non-Executive Director
Mrs P Leeson, Non-Executive Director
Ms S Doherty, PPI Panel representative
Mr P Donnelly, PPI Panel representative

IN ATTENDANCE:

Mrs H Trouton, Interim Executive Director of Nursing
Mrs M McClements, Interim Director of Older People and Primary
Care Services
Mr P Morgan, Director of Children and Young People's Services
Mrs P Tally, Assistant Director of Best Care Best Value
Mr G Rocks, Acting Assistant Director for Promoting Wellbeing
Mrs A Carroll, Acting Director of Acute Services (for Mrs E Gishkori)
Mr R Dixon, Patient and Client Council
Mrs J Comac, PA to Chair (Minutes)

APOLOGIES:

Mrs R Brownlee, Trust Chair
Ms E Mullan, Non-Executive Director
Mrs C Harney, Acting Director of Mental Health and Disability Services
Mrs E Gishkori, Director of Acute Services
Mr R Hamilton, PPI Panel representative
Mrs A Burrell, PPI Panel representative
Mrs A Magwood, Director of Performance and Reform
Mrs M Marshall, Assistant Director of Clinical
and Social Care Governance

PRESENTATION: AQUATIC PHYSIOTHERAPY, CRAIGAVON AREA HOSPITAL

Mr Wilkinson welcomed Mrs Jill Campbell, Advanced Clinical Specialist Physiotherapist Clinical Lead in Aquatic Therapy, to the meeting and thanked her for attending.

Mrs Campbell spoke to members and explained what Aquatic Physiotherapy entails, how it takes place and the impact it has on those patients/clients who use the service.

Mr Wilkinson thanked Mrs Campbell for her presentation and for the work that her team do.

2. CHAIR'S BUSINESS

Mr Wilkinson thanked Ms Donaghy for Chairing the last meeting in his absence and thanked members for their kind thoughts and prayers during his wife's illness.

Mr Wilkinson informed members that Mr M McDonald's (Non Executive Director) brother had passed away and that we were thinking of him at this time.

Mr Wilkinson welcomed Mrs Anita Carroll to the meeting.

Members were reminded 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 21ST JUNE 2018

The Minutes of the meeting held on 21st June 2018 were agreed as an accurate record.

4. MATTERS ARISING FROM PREVIOUS MINUTES

Mr Wilkinson spoke to the above and Mrs Trouton updated members in relation to same. Mrs Trouton referred to the regional group established to take forward the recommendations of the 'Our Lived Experience of Waiting for Healthcare' report and advised that progress has been

delayed due to changes in the Chair of the group. Mrs Carroll who is the Trust representative on this group, reiterated this point and advised that there is no clear timescale at present for this work, but agreed that the Committee will be regularly updated.

Mrs Trouton updated members in relation to 'My Patient Experience' and advised that a formal letter has been sent and that the learning from this experience has been shared with the Ward Sisters.

5. PPI

i) PPI Corporate Action Plan 18/19

Mr Rocks spoke to the above and highlighted the self-assessment. He advised that previously the PHA would have furnished the Trust with a template but haven't done so this year as they are focusing on their own arrangements. Mr Rocks added that the Trust is setting its own standards and monitoring same.

Mr Rocks also highlighted the PPI Toolkit and advised members that the Trust hopes to have this published by the end of the year.

Mr Rocks updated members on the proposal to circulate a short survey to gain a better understanding of existing opportunities for service user/carer involvement across the Trust, as discussed at the June meeting. He advised that this will be progressed once the new PPI Officer is in post.

Mr Rocks informed members that all Trusts have been written to in relation to transformational monies regarding PPI and Co-Production. He added that the Trust has had discussions with the PHA and other colleagues in the region to see how best to utilise the monies. Mrs Tally stated that it was important to note that transformational monies are not recurring and the Trust needs to be innovative in how it uses this funding.

Mrs McClements suggested that as well as having PPI and service users, the Trust broaden their outlook to the community as well regarding co-production. Mr Morgan agreed with Mrs McClements' suggestion and added that if the Trust took the lead on something that could be continued on in the community. Mrs Leeson reiterated this point.

ii) PPI Annual Report 17/18

Mr Rocks spoke to the above and members noted same.

iii) PPI Panel Update

Mr Donnelly spoke to the above and members noted same. Mr Donnelly commended the work that Ms C Agnew and her team do and also Mr Hamilton and Ms Doherty on completing training for recruitment and selection panels. Mr Donnelly also highlighted the PPI Panel Newsletter.

Mr Wilkinson referenced page 3 of the Newsletter in relation to relevant fora which the PPI Panel members sit on. He asked if it would be possible to get the outcomes from these fora to which Mrs McClements agreed and suggested each of the groups could provide two outcomes.

6. QUALITY IMPROVEMENT

i) Quality Improvement Highlight Summary Report

Mrs Tally spoke to the above and updated members. She highlighted the launch in September of a new partnership arrangement between the HSC Clinical Education Centre and the Trust's Continuous Improvement Team in relation to the Combined Professional Development Programme for Nurses and Midwives leading to the Quality Improvement Certificate.

Mrs Tally also highlighted the 'What Matters To You' events and advised that she would provide a written report following the evaluation from these events.

ii) Continuous Improvement Newsletter

Mrs Tally spoke to the above and members noted same.

7. PATIENT AND CLIENT COUNCIL UPDATE

Mr Dixon updated members and highlighted the draft Annual Complaints Report which was approved the previous week and should be published in November. He also highlighted the Social Workers (complaints made) report which is due to be launched in October. Mr Dixon also advised members that the Nursing Home report was launched last week and during round table discussions a large number of people advised that they felt frightened to complain. Mrs McClements reiterated Mr Dixon's point regarding people being frightened to make a complaint and advised that the Trust needs to do a piece of work to ensure people know that their views are welcomed.

Mr Wilkinson asked Mr Dixon to provide an update at December meeting on the Complaints Report; the Social Workers Report and Health, Literacy and Culture.

8. PATIENT CLIENT EXPERIENCE REPORT

Mrs Trouton spoke to the above report and members discussed same. Mrs Trouton highlighted the ongoing piece of work in relation to End of Life Care in Hospitals. She also highlighted the Noise at Night Survey.

Mr Wilkinson asked for further detail on waiting list times to work in conjunction with the Patient and Client Council report and also the impact of waiting lists on service users.

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

Mr Wilkinson spoke to the above and members approved same.

10. SCHEDULE OF MEETINGS 2019

Members noted the above and approved same, with the exception of December meeting date which may need to be changed.

11. PATIENT AND CLIENT EXPERIENCE COMMITTEE SELF-ASSESSMENT

Members completed the self-assessment and approved same.

12. ANY OTHER BUSINESS

Mr Wilkinson thanked members for attending and for their contribution to the meeting.

SIGNED: _____

DATED: _____