

**Minutes of a meeting of the Patient and Client Experience Committee
held on Thursday, 13th June 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 R Hamilton, PPI Panel representative
Mrs A Burrell, PPI Panel representative

IN ATTENDANCE:

Mrs M McClements, Director of Older People and Primary Care Services
Mr P Morgan, Director of Children and Young People's Services
Mrs H Trouton, Interim Executive Director of Nursing
Mrs A Magwood, Director of Performance and Reform
Mr B McNeany, Director of Mental Health and Disability Services
Mr S Gibson, Assistant Director, Medical Directors Office (for Mrs T Reid)
Mr G Rocks, Assistant Director for Promoting Wellbeing
Mr R Dixon, Patient and Client Council
Mrs G Hamilton, Acting Assistant Director of Nursing (Safety, Quality and Patient Experience)
Mrs S Judt, Board Assurance Manager
Mrs J Comac, PA to Chair (Minutes)

APOLOGIES:

Mrs P Leeson, Non-Executive Director
Mr P Donnelly, PPI Panel representative
Mrs E Gishkori, Director of Acute Services
Mrs P Tally, Assistant Director of Best Care Best Value
Mrs T Reid, Interim Assistant Director, Clinical and Social Care Governance
Mrs M Marshall, Assistant Director of Nursing Governance

PRESENTATION: IMPROVING THE PATIENT AND CLIENT EXPERIENCE – ESTATES SERVICES

Mr Mark Bloomer, Assistant Director, Estates Services, presented a comprehensive summary of the work carried out by Estates and detailed ways in which they had improved services based on the patient and client experience.

Mr Wilkinson thanked Mr Bloomer for his presentation and asked that he pass on the Committee's congratulations to the team.

2. CHAIR'S BUSINESS

Mr Wilkinson welcomed everyone to the meeting and expressed his best wishes to Mrs M Marshall on her retirement and the Committee's gratitude for the work she had carried out. He also welcomed Mr B McNeany to his first meeting of the Committee as Director of Mental Health and Disability Services and Mrs G Hamilton.

Mr Wilkinson commented on one aspect of the Internal Audit Report on Board Effectiveness which highlighted the poor attendance at the Patient and Client Experience Committee. He asked what does this level of attendance indicate and what would the Trust lose if this Committee wasn't in existence. Several members commented on the benefit of this Committee and were strongly in favour of the work which the Committee was doing as a valued means of assurance.

Mr Wilkinson highlighted his recent visit to Glasgow to the Institute for Healthcare Improvement (IHI) Conference. He gave examples of the work done in England and Scotland in relation to the patient/client experience.

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 7TH MARCH 2019

The Minutes of the meeting held on 7th March 2019 were agreed as an accurate record.

4. MATTERS ARISING FROM PREVIOUS MINUTES

Mr Wilkinson spoke to the above. Mr Morgan briefed members in relation to the Item 2 on the matters arising and advised that he has shared the Patient Client Council report with the Social Work Governance Forum, the Children and Young People's Directorate Governance Forum and the Association of Executive Directors Forum regionally. Mr Morgan advised that this is a work in progress and he will update in more detail at the September meeting.

5. COMPLAINTS AND COMPLIMENTS REPORT

Mr Gibson presented the above report for information.

Mr Wilkinson asked about the purpose of the LSE/HCAT Tool. Mr Gibson explained that this was only the second time this report was presented to the Committee and that trends would emerge as more data was analysed.

6. PATIENT CLIENT EXPERIENCE STEERING GROUP UPDATE

- i) Presentation – Improving the experience of service users with a learning disability within the Acute Inpatient setting

Mr Wilkinson welcomed Ms S Hughes, Promoting Wellbeing Specialist Lead and Ms M Duffin, Carer, to the meeting. Ms Duffin and Ms Hughes briefed members what a Learning Disability is and the prevalence of Learning Disability. They also updated on the cross directorate working and user and carer involvement.

Mr Wilkinson thanked Ms Hughes and Ms Duffin for their very informative presentation.

ii) Patient Client Experience Report

Mrs Trouton referred members to the report and updated on her regional meeting. She highlighted the change in focus for the 10,000 Voices programme of work to include areas such as Learning Disability, Safeguarding, District Nursing Service, Care Homes and Pain.

7. QUALITY IMPROVEMENT

Mrs Magwood presented the above paper and members noted same.

8. PPI

i) PPI Corporate Action Plan 18/19

Mr Rocks spoke to the above and highlighted those areas which are still amber. He advised that the Annual Report will be tabled in the next quarter.

ii) Draft PPI Corporate Action Plan 19/20

Mr Rocks highlighted additional key deliverables resulting from the Transformation agenda. He also advised that the Service User and Carer Consultants have been offered appointments, subject to final approval regionally. Mr Rocks added that some PPI Panel members have completed the QI Level 3 Award and others are planning to do in the future.

iii) PPI Impact Flyers

Mr Rocks spoke to the above and members noted same.

iv) PPI Panel Update

Mrs Doherty updated members.

Mr Morgan advised that one of the panel members had completed training on raising concerns. He commended Mrs Magwood and the Quality Improvement team for their efforts in getting more service users involved in training.

Mr Wilkinson asked Ms Doherty to let the Panel know that their work is appreciated.

9. CARERS

i) Carers Action Plan April 2018 – March 2020

Mrs McClements briefed members on the above action plan and advised that this had been co-produced with carers and care organisations and staff. She highlighted the Carers assessments and advised that staff capacity is having an impact on their ability to complete the assessments in a timely manner. She added that the focus over the next year is to complete an assessment for those carers who wish to have it done.

10. PATIENT AND CLIENT EXPERIENCE COMMITTEE TERMS OF REFERENCE AND MEMBERSHIP OF COMMITTEE

Mr Wilkinson spoke to the above and members approved same. Mr Wilkinson referenced the need to replace Dr Rodgers, Associate Medical Director, on the list of attendees. Mrs McClements advised there are two temporary members of staff replacing Dr Rodgers and she will arrange for one of them to attend the Committee.

11. PATIENT AND CLIENT COUNCIL UPDATE

Mr Dixon updated members on work in progress and advised that the Patient and Client Council has had a change of leadership in the last 3-6 months. He added that the Council now has a new Chair, Ms Christine Collins MBE, and Chief Executive, Ms Vivian McConvey.

12. ANY OTHER BUSINESS

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

SIGNED: _____

DATED: _____