

## 11.5

### Patient and Public Involvement Forum

#### Minutes of the meeting held on Monday 14<sup>th</sup> May 2018 at 1pm in the Bevan Room, 6<sup>th</sup> Floor, South Plaza, Marlborough Street, Bristol, BS1 3NX

### Minutes

<b>Present</b>		
Sarah Talbot-Williams ( <b>Chair</b> )	Independent Lay Member, Patient and Public Engagement, BNSSG CCG	ST-W
Deborah El-Sayed	Director of Transformation, BNSSG CCG	DE-S
Alison Bolam	GP, Bristol Area Directorate, BNSSG CCG	AB
Justine Rawlings	Bristol Area Director, BNSSG CCG	JR
Amanda Smith ( <b>Note taker</b> )	Executive PA to Director of Transformation	AS
<b>Apologies</b>		
Colin Bradbury	North Somerset Area Director, BNSSG CCG	CB
David Jarrett	South Gloucestershire Area Director, BNSSG CCG	DJ
Sarah Carr	Corporate Secretary, BNSSG CCG	SC
Pennie Jones	PPI and Equalities Officer, BNSSG CCG	PJ
Carole Sales	PPI and Equalities Officer, BNSSG CCG	CS
Mary Adams	Patient and Public Engagement Manager, BNSSG CCG	MA
<b>In attendance</b>		
Lindsay Gee	Head of Locality Planning South Gloucestershire, BNSSG CCG	LG
Louise Fowler	PPI Lead, BNSSG CCG	LF
Jeanette George	Interim Director of Corporate Services, BNSSG CCG	JG
Catherine Wevill	PPI Lead Bristol, BNSSG CCG	CW



	Item	Action
01	<p><b>Apologies.</b></p> <p>Formal apologies are noted in the table above.</p>	
02	<p><b>Declarations of Interest</b></p> <p>The following declarations of interest were noted:</p> <ul style="list-style-type: none"> <li>• DE-S is a Trustee at the British Red Cross</li> <li>• AB is a GP Partner at Horfield Health Centre</li> <li>• ST-W is a Trustee at DHI</li> </ul>	
03	<p><b>Terms of Reference</b></p> <p>JG advised that a copy of the draft Terms of Reference and the Governance Structure was circulated with the agenda for the meeting for prior reading by members.</p> <p>A general discussion took place in relation to the draft Terms of Reference and the following was noted / agreed:</p> <ul style="list-style-type: none"> <li>• There was a debate around the difference between involvement and engagement. It was agreed that they are used interchangeably but that the Forum would stay with Involvement to reflect the legal duty reflected in S14z2 of the Health and Social Care Act 2012. It was agreed that engaging appropriately and effective two-way communication would be key foundations of the Public and Patient Involvement Strategy.</li> <li>• The membership should be reflected to show external representatives, in addition to internal staff. It was agreed that: <ul style="list-style-type: none"> <li>○ all three Area Directors – not just a nominated representative – would be asked to attend, and</li> <li>○ at least one of the following from each area: <ul style="list-style-type: none"> <li>▪ Chair of the Area Patient and Public Involvement Group</li> <li>▪ A representative from GP Practice Patient Participation Groups / network</li> </ul> </li> <li>○ Representatives from local Voluntary and Community Groups would be invited</li> </ul> </li> <li>• CW advised that the Local Authorities also have a reasonable spread of functions and suggested that a local Councillor also attend the meeting, although this could be dependent on agenda items.</li> </ul>	



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	<ul style="list-style-type: none"> <li>It was also suggested that to give confidence to local groups that the CCG are doing their best to engage, mental health, learning disability, LGBT and BAME representatives should also be invited to attend the meeting, at the discretion of the Chair and also dependent on agenda topics. This could be particularly useful in relation to discussions concerning the commissioning of services or transformation of care pathways.</li> </ul> <p><b>Action: AS to coordinate Local Authority representation with Area Directorate.</b></p> <p><b>Action: LF to contact Healthwatch to establish representation from their organisation.</b></p> <p><b>Action: DE-S, ST-W and LF to review range of V&amp;C and Equalities Groups to establish a clear invitation list</b></p> <p><b>Action: JG to update document accordingly and circulate to members</b></p> <ul style="list-style-type: none"> <li>Following discussion, it was agreed that the Vice Chair will be elected by the Committee on an annual basis.</li> <li>The Administration for the group was agreed as the Executive PA to the Director of Transformation</li> <li>It was agreed that a report on the work of the PPI Forum will be published on the CCG website bi-monthly to highlight the CCG's involvement work and to support transparency. This would be drafted by a member of the PPI team, signed off by DE-S and ST-W and go out in the Chair's name.</li> <li>It was agreed that a quorum shall be at least 50% of the core members formally recognised by the Chair at the time of a meeting of the Committee. The aim will be to reach consensus without the need to resort to a vote. A decision put to a vote at the meeting shall be determined by a majority of the votes of members present. In the case of an equal vote, the Chair of the Committee shall have a second and casting vote.</li> </ul>	<p><b>AS</b></p> <p><b>LF</b></p> <p><b>DE-S ST-W LF</b></p> <p><b>JG</b></p> <p><b>PPI Team DE-S ST-W</b></p>



	Item	Action
	The group agreed to the Terms of Reference, pending the outstanding actions and amendments.	
04	<p><b>360° Feedback Report and PPI Action Plan</b></p> <p>DE-S confirmed that a paper was presented to the last Governing Body meeting to consider the feedback received from NHS England / IPOS Mori 360° CCG Stakeholder Survey for 2017. This is an annual process which is led by NHS England.</p> <p>The paper was tabled and DE-S confirmed that each Director has been asked to review and develop their own Action Plan and highlight any areas which can be taken forward by the PPI Forum.</p> <p>General comments from the group in relation to item 5.3 “Stakeholder Specific Questions” were noted as follows:</p> <ul style="list-style-type: none"> <li>• The CCG could engage better</li> <li>• Generic messages in relation to “upping our game”</li> <li>• Make sure this is embedded in the Strategy, this can be used as a baseline to prioritise</li> <li>• Build in work across the localities and include in the Strategy on how we shape going forward</li> </ul> <p><b>Action: DE-S and Assistant Director to put together Action Plan for PPI Forum in discussion with the Chair</b></p> <p>A copy of the paper was circulated with the agenda for this meeting.</p>	DE-S
05	<p><b>IAF Event</b></p> <p>LF advised of the CCG Improvement Assessment Framework Event, which is a Public Participation Development workshop.</p> <p>NHS England is funding three regional events and the agenda has been developed in partnership between the CCG and NHS England. It will provide an opportunity to hear from a number of key speakers from different areas of expertise.</p> <p>The event runs from 10am to 4pm at the following venues:</p> <ul style="list-style-type: none"> <li>• 12<sup>th</sup> June – Doubletree by Hilton, Bristol</li> <li>• 18<sup>th</sup> June – Windsor House, Plymouth</li> <li>• 22<sup>nd</sup> June – Chippenham Golf Club, Chippenham</li> </ul> <p>It was hoped that staff and members of the PPIF would attend.</p>	



	Item	Action
	<b>Action: LF to send out invite encouraging people to attend</b>	LF
06	<p><b>Annual Report</b></p> <p>DE-S advised that the draft CCG Annual Report was presented to Governing Body by Sarah Truelove and requires further editing.</p> <p>The final version is to be submitted at the end of May and would be published late July / early August.</p> <p>ST-W said that it would be good if the Clinical Chair and CEO reports made mention of PPI/E.</p> <p>DE-S asked the group to consider what we add into the report from a PPI perspective in the future. ST-W said she would like to see it being visionary and ambitious.</p> <p><b>Action: DE-S and LF would see what could be done for this year's report.</b></p>	DE-S /LF
07	<p><b>Current Plan / Calendar Engagement Events</b></p> <p>Following discussion the group agreed that it would be a good idea to create a calendar which highlights all CCG engagement events, and which also incorporates any Local Authority events.</p> <p>This should be updated on a monthly basis.</p> <p>It was agreed that the first version should be brought to the July meeting for review and discussion.</p> <p><b>Action: LF / CW / MA to draft first version for discussion at the July meeting</b></p> <p><b>Action: AS to add to July meeting agenda</b></p>	<p>LF CW MA</p> <p>AS</p>
08	<p><b>Vision Session</b></p> <p>DE-S presented ideas that are currently being thought through for innovation around PPI.</p> <p>This section is for the group to focus on innovative thinking to begin to build a strategy. ST-W said that we also needed to look at engagement in an integrated way, as it went wider than the PPI team but included Comms, Complaints, Patient Feedback etc.</p>	



	Item	Action
	<p>The proposal is to share this type of vision and use as a basis to draw together an Integrated Communications and Engagement strategy and it was agreed to aim to produce a first draft for review in the near future.</p> <p>A design session with PPI leads should take place within the next month and should include support from Communications.</p> <p>It was agreed that Complaints, PALS and public feedback should be incorporated as part of this process.</p>	
09	<p><b>Citizens Panel</b></p> <p>LF advised that this project, funded from a NHSE £30k grant, would develop a Citizen's Panel working with STP colleagues, the aim will be to engage people to work in a more systematic way representing the CCG's whole population.</p> <p>Currently a designated focus group are designing what a Citizens Panel would look like and how it would work. A specification will be drafted accordingly, which will need approval and sign-off from DE-S.</p> <p>It was agreed that this should be discussed further at the July meeting.</p> <p><b>Action: Add to agenda accordingly</b></p> <p><b>Action: LF to share spec to PPI forum members for comment.</b></p>	<p><b>AS</b></p> <p><b>LF</b></p>
10	<p><b>Any Other Business</b></p> <p><u>Dates for Future Meetings</u></p> <p>Meetings will take place on a bi-monthly basis and the venue will rotate around the patch.</p> <p>It was advised that both the September and November dates coincide with the Primary Care Commissioning Committee, which ST-W is Vice Chair and also needs to attend. It was agreed therefore to change the dates of the PPI Forum meetings in September and November to avoid clashes of the two meetings.</p> <p><b>Action: Change September and November PPI Forum dates</b></p>	<p><b>AS</b></p> <p><b>AS</b></p>



	Item	Action
	<p><b>Action: Add all future dates to the agenda for information</b></p> <p><u>Standing Agenda Items</u></p> <p>A general discussion took place and the group agreed that the following topics would remain as standing agenda items for the PPI Forum for the foreseeable future:</p> <ul style="list-style-type: none"> <li>• Terms of Reference</li> <li>• Citizen's Panel</li> <li>• Calendar / Engagement Events</li> <li>• Update from Locality Area Leads</li> <li>• Complaints and Compliments</li> <li>• Patient Stories</li> </ul> <p>It was also agreed that the Annual Review should be an item for discussion at the July meeting.</p> <p><b>Action: Add to agenda accordingly.</b></p>	<p><b>AS</b></p>
	<p><b>Date of Next Meeting:</b></p> <p>The next meeting will take place on Tuesday 17<sup>th</sup> July 2018, from 2-4pm in the WG Grace Room, Lower Ground Floor, South Plaza.</p>	

**Amanda Smith**  
**Executive PA to Director of Transformation**  
**31<sup>st</sup> May 2018**

