

Group: **Trust-wide Patient and Carer Involvement & Experience Group**  
 Date: Tuesday 23<sup>rd</sup> July 2019  
 Time: 9.00am – 12:00pm  
 Venue: Conference Suite, Ground Floor, St Nicholas House

**Members in attendance:**

Vida Morris	Group Nurse Director, North,
Alane Bould	Head of Patient and Carer Involvement
Pamela McIntyre	Clinical Manager, Neuro & Specialist Central
Caroline Wills	LD Clinical Development Lead, Central
Jill Everett	Associate Psychological Services Director, Access South
Vicki Ogilvie	Clinical Lead Occupational Therapist, Community Central
Anne Oxley	Associate Nurse Director, Access Central
Wendy Spratt	Voluntary Services Manager
Karen O'Rourke	Patient Information Centre Manager
Denise Robson	PALS, North
Margaret Adams	Service User and Carer Reference Group Chair and Governor
Rhona Macleod	Allied Health Professional Lead, Secure Central
John Simons	Family Therapist
Julie Robson	Corporate & Quality Governance Manager
Neil Cockling	Chaplain and Freedom to Speak Up Guardian
Marie Smith	Clinical Manager, Inpatient South
Fiona Regan	LD and Carer Governor
Bill Kay	Associate Nurse Director, Inpatient Central
Victoria Scott	Clinical Manager, Inpatients North
Kate Clark	Community Matron, Community North

**Others in attendance:**

Ashton Davidson	Patient and Carer Involvement Team Administrator (Minutes)
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	Agenda Items	Action
<b>1</b>	<b>Apologies for Absence</b>	
	Selma Ebrahim Denise Cowans Shirley Wakefield Ruth Andrews	Consultant Clinical Psychologist, Inpatients North Associate Director, Access North Associate Nurse Director, Inpatient North Associate Psychological Director, Specialist CYPS North
	Joanne Tuart Rachael Winter	Clinical Manager, Specialist CYPS North Clinical Manager, Access Central

	<p>Lindsay Spencer Marjorie Carney Lynn Williams Helen Pike Suzanne Miller Emma Bailey John Milford Nicola Armstrong Chris Wakeham Cheryl Wright Chris Rowlands Catherine Lee Marie Cunningham Claire Taylor Vicky Clark Adele Joicey Suzanne Wilson Anna Foster</p> <p>Anne Carlile Steve O'Driscoll Vera Maw</p>	<p>Community Matron, Community Central Clinical Manager, Inpatient Central Specialist Clinical Lead, Secure Central Nurse Consultant, Access South Associate Nurse Director, Community South Community Matron, Community South Clinical Manager, Inpatient South Patient and Carer Involvement Facilitator, South Patient and Carer Involvement Facilitator, Central Service User Governor Equality and Diversity Lead PALS, North PALS, South Head of Clinical Risk and Investigations Incidents, Complaints &amp; Claims Manager Communications Lead Head of Library and Knowledge Services Deputy Director of Commissioning &amp; Quality Assurance Carer Governor Service User Representative Operations Manager, Sunderland Carer's Centre</p>	
<b>2</b>	<b>Previous Minutes</b>		
	<p>Wendy Spratt to be added to Apologies for Absence. The minutes were otherwise accepted and agreed by the Group. To be forwarded to Quality &amp; Performance via Vicky Grieves.</p>		<b>AD</b>
<b>3</b>	<b>Action Record</b>		
	<ol style="list-style-type: none"> <li>1. A date has been set for the issue around WiFi to be discussed at BDG by Vida Morris and John Gair. Vida will send the group an update via email.</li> <li>2. Refer to encl. item 16.1. Alane Bould has decreased outstanding leaflet numbers from 20 to 8/, which will be signed off as officially withdrawn by BDG. See It Say It, CYPS Welcome Brochure and CYPS Leaflet require an allocated member of staff to review.</li> <li>3. Equality Strategy on agenda under Any Other Business. Closed.</li> <li>4. Terms of Reference on agenda. Closed.</li> <li>5. Sunderland Recovery College prospectus is now on the internet. Closed.</li> <li>6. As above. Closed.</li> <li>7. Information on ReCoCo's new residency in Saltwell Park on agenda under Any Other Business. Closed.</li> <li>8. Vida circulated article re Recovery Colleges. Closed.</li> <li>9. PALS Reports from previous meeting circulated with minutes. Closed.</li> <li>10. Safer Care Report from previous meeting circulated with minutes. Closed.</li> <li>11. Jessica Elwell will attend September's meeting to discuss The Wise Steps Programme. Closed.</li> </ol>		<b>VM</b>

<p><b>4</b></p>	<p><b>Matters Arising</b></p> <p>Phase 2 of Top Tips has been launched and is out on social media. A generic postcard signposting to all Top Tips on the internet have been designed and are due for print. Top Tips can be found via the link: <a href="http://www.ntw.nhs.uk/toptips">www.ntw.nhs.uk/toptips</a></p> <p>Patient Information held a stall at Newcastle Pride and obtained 506 completed surveys. This data will be compared with that of Northumberland Pride.</p> <p>Dementia Action Week was very successful with a lot of engagement from communities e.g. allotment activities and Beamish museum.</p> <p>Fenwick in Newcastle held a Carer Pamper Session on 6<sup>th</sup> September and plan to do something similar for Young Carers in October.</p>	
<p><b>5</b></p>	<p><b>Good Practice Presentations</b></p> <p><b>5.1 Portion Sizes</b></p> <p>Sharon Gibson was unable to attend the meeting. Pamela McIntyre explained guidance sheets are used for preparing portion sizes in Walkergate Park and since using these, less issues around food are being reported. Pamela will bring these to the next meeting.</p> <p>It was suggested that representation from NTW Solutions may be beneficial to this meeting. Alane Bould to add to membership.</p>	<p><b>PM</b></p> <p><b>AB</b></p>
<p><b>6</b></p>	<p><b>Governance Framework</b></p> <p><b>6.1 Draft Governance Framework (Encl. 6.1)</b></p> <p>New governance framework is being implemented to refine and streamline arrangements, and to ensure work is being undertaken in localities. The localities will hold their own Locality Patient and Carer Involvement and Experience Group meetings. Membership will include the Involvement Leads, Deputies and Patient and Carer Involvement Facilitators and Peer Support Workers, as well as anyone working within that locality who has an interest. Across CBU representation will be expected at locality meetings.</p>	

	<p>The locality meetings will report into the Trustwide Patient and Carer Involvement and Experience Group meeting bi-monthly. The Trustwide meeting will then report into the Quality and Performance Committee on a six monthly basis. This is to provide assurance that CBU's are taking matters forward and monitoring progress.</p> <p>Staff should be given appropriate time in order to fulfil their role as lead/deputy.</p>	
	<p><b>6.2 CBU Leads and Deputies</b> (Encl. 6.2)</p> <p>Chart of CBU Involvement Leads and Deputies provided to the Group for information and dissemination.</p>	
	<p><b>6.3 Together Strategy</b></p> <p>The strategy was developed over two years by service users, carers and staff and was launched at the Annual Members Meeting on 18<sup>th</sup> July.</p> <p>One of the aims from the Strategy will be to create a training programme, and to then train a bank of people who can then be offered an opportunity to participate in all the aspects outlined in the Strategy. A payment policy will be developed to facilitate this and Alane Bould is due to meet with TEWV to discuss their policy and benchmark what NTW's should look like.</p> <p>Wendy Spratt expressed concerns that there may be an overlap with Voluntary Services Policy. Alane Bould and Wendy Spratt to meet to discuss.</p>	<p><b>AB</b> <b>WS</b></p>
<b>7</b>	<p><b>Terms of Reference and Membership</b></p> <p><b>7.1 Draft Trustwide Terms of Reference</b> (Encl. 7.1)</p> <p>Members of the Trustwide Group (excluding Involvement Leads and Deputies) are not expected to attend Locality Groups but could use the opportunity to take local issues there for discussion.</p> <p>All members to review the Trustwide Terms of Reference and return comments to Ashton Davidson by Tuesday, 30<sup>th</sup> July.</p> <p>Family Therapy Services are Trustwide therefore Family Therapy Representation to be added to Membership.</p>	<p><b>All</b></p> <p><b>AB</b></p>
	<p><b>7.2 Draft Locality Terms of Reference</b> (Encl. 7.2)</p> <p>It was felt that the standing agenda items should match the structure of the Locality Pro-forma Update Template to ensure pertinent information is discussed at the Locality Groups. Alane Bould to make changes.</p> <p>Caroline Wills suggested administration staff be included in optional members as they are often forgotten. Alane Bould to add to Membership.</p> <p>All members to review the Locality Terms of Reference and return comments to Ashton Davidson by Tuesday, 30<sup>th</sup> July.</p>	<p><b>AB</b></p> <p><b>AB</b></p> <p><b>All</b></p>

<p><b>8</b></p>	<p><b>Triangle of Care Annual Report</b></p> <p><b>8.1 Triangle of Care Process (Carers Trust) (Encl. 8.1)</b></p> <p>NTW is currently at Level 5 and has reached a 2 star accreditation. This means the Trust no longer has to submit 6 monthly returns, but rather an Annual Report. Alane Bould has created a template for each locality to feed into the annual report by March each year (Encl. 8.2).</p> <p>The Annual Report is outstanding and Alane Bould is looking to submit by the end of August utilising the most recent 6 monthly returns to highlight key areas of improvement.</p> <p>Caroline Wills explained there may be some overlap between the NHS I Learning Disability Improvement Standards and the Triangle of Care Annual Report. Caroline is currently mapping all the various standards relating to people with a learning disability and will feedback at the next meeting.</p>	<p><b>CW</b></p>
	<p><b>8.2 Triangle of Care Template Report (Encl. 8.2)</b></p> <p>Template annual report items provided to the Group for reference by the Locality Groups.</p>	
<p><b>9</b></p>	<p><b>Involvement Service Update</b></p> <p>The Patient and Carer Involvement Team has just recruited Paul Nicol as the Patient and Carer Involvement Facilitator for the North Locality.</p> <p>The team is now structured in a way that will support the new Governance Framework and there are hopes to build the team further.</p> <p>Recruitment of Peer Support Workers is a priority for the Team, as well as developing programmes and policies to support Peer Support Workers on their recruitment into the Trust.</p>	
<p><b>10</b></p>	<p><b>Locality Update Reports</b></p> <p><b>10.1 Locality Pro-forma Update Template (Encl. 10.1)</b></p> <p>The Pro-forma will shape the way in which the Locality Involvement and Experience Group Meetings will report into this Trustwide Group, and has been developed to follow the 'Together Flower' from the Involvement Strategy.</p> <p>Bi-monthly submission deadlines for reporting will be sent out to members in the form of calendar reminders 2 weeks before the Trustwide meetings, to ensure Ashton receives them at least a week before the meeting.</p>	<p><b>AD</b></p>
<p><b>11</b></p>	<p><b>Safer Care Update Report</b></p> <p>Deferred to next meeting.</p>	

<b>12</b>	<b>Service User and Carer Experience Report</b>  Deferred to next meeting.	
<b>13</b>	<b>PALS Update Reports</b>  <b>13.1a North of Tyne Q1 Summary Report</b>  See Encl. 13.1a.	
	<b>13.1b North of Tyne Annual Report 2019-19</b>  See Encl. 13.1b.	
	<b>13.2 South of Tyne Q1 Summary Report</b>  See Encl. 13.2.	
<b>14</b>	<b>Quality Priorities Report</b>  Deferred to next meeting.	
<b>15</b>	<b>Service User and Carer Reference Group Update</b>  70 people attended the last Service User and Carer Reference Group, and a presentation from Stockton Mind gave a presentation on research undergone by the charity on mental health and cancer.  The next meeting is on 29 <sup>th</sup> August and has reached capacity. The venue has been changed from the October date onwards to facilitate the increased membership.	
<b>16</b>	<b>Patient Information Leaflets Update Report</b>  Discussed in at action point 2.	
<b>17</b>	<b>Governor Updates</b>  Margaret Adams explained that four governors visited Cumbria Trust to link up with staff there. It was agreed that those in Cumbria would be welcome to attend the Governor Engagement Sessions to strengthen communication and to share good practice.	
<b>18</b>	<b>Volunteer Update</b>  Wendy Spratt explained that the Voluntary Services Team has only two members of staff currently working, and there will be a vacancy to fill very soon.	
<b>19</b>	<b>Freedom To Speak Up Guardian Update</b>	

	<p>Neil Cockling explained that most of the cases brought to his attention are about bullying of staff and it has emerged that this is a National issue. NTW are joint first Nationally in the Freedom To Speak Up Question about staff feeling safe to speak up. Unfortunately 19% of staff Nationally do not feel safe to do so.</p> <p>Another issues raised frequently is regarding menus and staff making choices on behalf of patients.</p>	
<b>20</b>	<p><b>Any Other Business</b></p> <p><b>Pre-notified</b></p> <p><b>20.1 Getting To Know You</b></p> <p>The new Getting To Know You system is now live on RiO. Anne Oxley explained that historical information has not been pulled through. Staff are endeavouring to redo historical Getting To Know You forms. Vida Morris suggested a CAS Alert regarding this would be beneficial. Anne Oxley to assist Vida with this.</p> <p><b>20.2 Tag Line: Together</b></p> <p>Alane Bould has suggested a tag line ‘#Together’ be placed in signatures on emails to raise the profile of the Involvement Strategy. Karen O’Rourke suggest Alane links in with the Communications Team as they have guidance around email signatures.</p> <p>Members felt email signatures could be looked at on a whole within this meeting due to standards currently being low.</p> <p><b>20.3 Healthwatch North East NHS Long Term Plan 2019 Report</b></p> <p>See Encl. 18.3 for information.</p> <p><b>20.4 Equality Strategy</b></p> <p>Defer to next meeting.</p>	<p><b>VM</b> <b>AO</b></p> <p><b>AB</b> <b>KO</b></p> <p><b>KO</b></p>
	<p><b>20.5 We Care Too</b></p> <p>We Care Too is a Young Carers Campaign which was developed by Newcastle Carers and the young carers accessing their services. The campaign was held all over Newcastle and was very successful.</p>	
	<p><b>20.6 ReCoCo Retreat at Saltwell Park, Gateshead</b></p> <p>Tyneside Recovery College Collective (ReCoCo) are holding a launch event at their new residency in Saltwell Park Gateshead on 23<sup>rd</sup> August, 11:00 am – 4:00pm. There will be free taster sessions, live music, food and drinks and a variety of activities and workshops. Ashton asked members to pass this information on to as many people and especially service users and carers</p>	

	<p>within the Gateshead area. Members to liaise with Ashton if they are aware of any bands that would be interested in having a slot on the day or if anyone is interested in holding a stall.</p>	
	<p><b>20.7 Recite</b></p> <p>Karen O'Rourke showed the group three options for the new Recite icon on the Trust internet pages. Group agreed on option 1.</p> <p><a href="https://support.mixd.co.uk/attachments/token/UNOZmF7WhdPb8Aj4rcXUVQ7o/?name=NTW+1.png">https://support.mixd.co.uk/attachments/token/UNOZmF7WhdPb8Aj4rcXUVQ7o/?name=NTW+1.png</a></p>	
	<p><b>20.8 Patient Information Leaflets – Highly Commended</b></p> <p>Patient information leaflets Alcohol and Me was commended and What Influences Your Mental Health Wellbeing was highly commended by the British Medical Association. The Patient Information Team will attend the British Medical Association Patient Information Awards.</p>	
	<p><b>20.9 Project Choice</b></p> <p>Project Choice is an internship through the Trust for service users with learning disabilities and autism, and the participants of this internship recently had their graduation ceremony. Some participants have went on to full time work or apprenticeships.</p> <p>Caroline Wills requested Health Literacy and the GDPR Animation video to be on the next agenda.</p>	<b>AD</b>
<b>21</b>	<p><b>Date, Time and Place of next meeting</b></p> <p>Monday, 23<sup>rd</sup> September 2019, 9:00am – 12:00pm Conference Suite, St. Nicholas House, St. Nicholas Hospital</p>	