

PTS Listening Event - Review Meeting

Thursday 7th June 2007

Present:	Nic Daw (ND)	Ricky Lawrence (RL)
	Jacqueline Dawson (JD)	Craig Macpherson (CM)
	Gordon Deuchars (GD)	George Shaw (GS)
	Lisa Dickinson (LD)	Margaret Vander (MV)
	Joseph Healy (JH)	Richard Walker (RW)

The purpose of the meeting was to review the event and discuss next steps.

1. What went well?

- GD thought it went well but has not yet discussed it with other colleagues.
- Although numbers were less than hoped, there were still enough people there for a 'critical mass'. (About 70 attended in total, including about 40 patients).
- People were participative and made good points, with a strength of feeling. Everyone got a chance to talk.
- It was powerful to hear the patients' perspectives.
- The 'talking heads' were very good.
- There is a lot of really good material from the event, including RW's filming.
- The Q and A session went well.
- Michael was very good as compère, and linked the issues well. Helen was excellent as a speaker.
- The BSL signers were good and looked at the DVD before the event. In future, we agreed we should involve them in advance of the event.
- The food and venue were good, although the room got cold in the afternoon.
- The voting system gave some concrete figures and yielded some surprising results. However, a few people did not want to choose any of the options, and others were confused about how to use the system.

2. What didn't go so well?

- It would have been better if more people had attended.
- There was a slight problem with the message left on the phone line for about half a day. This was quickly resolved once identified.

- The event ran behind schedule slightly. This was addressed by cutting short the breaks (asking people to get drinks and bring them back to their tables).
- Two participants from M & L (private ambulance company) were defensive about their own service.
- It was hard to keep the table discussions focused.
- Some people were having trouble hearing, either because of background noise or people not speaking into microphones.
- Five or six people attended who had not booked, including one deaf person. (This was not too much of a problem.)
- One problem holding an event for people with long term conditions is that it is always a risk they won't be well enough to attend.
- Only three commissioning people came, including the speaker from Kingston, and no-one came from the Healthcare Commission or DH. This meant that we skipped some of the questions on the interactive voting.
- It is hard to handle people's concerns if they are describing problems at a hospital where we do not hold the PTS contract.
- Lack of media interest.
- The 'red dot' exercise did not generate much take-up, partly because the event was running behind time, but also because there were so many flip charts. It would have been better if there had been time to consolidate key findings from each table and get them onto fewer flip charts, before others looked at them.
- The facilitators fed back that people had been sitting down for too long and were getting fidgety.

3. Other comments / observations

- The logistics of getting patients in and out (via PTS) were mostly OK although two vehicles were delayed (one by the Cutty Sark fire) and the event started a bit late. One person reported to PALS that her transport did not turn up, but it was someone who was not on her list to attend. Pamela Moffatt came by taxi but got taken home by PTS. LD arranged for her taxi fare to be reimbursed.
- Michael has been paid from ND's budget. MV will deduct this amount when she arranges to divide the costs between the budgets. LD to let MV know how much it was. The cost for the venue and refreshments was £10,009.78.
- There were three PALS enquiries on the day and one has been received since. JD has had a nice letter from a delegate thanking the LAS for organising the event. There were also a number of messages on the message board. LD is looking through these. They are mostly comments

about St. George's, St. Thomas' and the Royal Free.

- Key messages from the event were:
 - Confusion about funding streams and individual entitlements
 - The need for PTS standards
 - Lack of communication between the Patients' Forum and the public.
- Delegates were given the opportunity to leave their details to the Patients' Forum but did not take it up. It has been decided to include a letter from the Patients' Forum in the report when it goes out.
- Most tables had two facilitators. Facilitators reported that they enjoyed the event and learned from it.
- JH was disappointed in the lack of media interest. CM pointed out that there was insufficient news value before the event but we will go back to the media when we have the data and 'human interest' stories from the event. The Patients' Forum has put out a press release but there has been no response. We agreed to do a joint press release when we have the findings. "Does he Take Sugar?" is now part of Radio 4's "You and Yours" programme, and it may be possible to build up contact with Peter White at Radio 4.
- JH reported on the event at the Patients' Forum meeting and thanked the LAS for organising it. GS mentioned it at the Trust Board meeting.
- Most people completed the evaluation form and LD is analysing them. Many said they want to remain involved (some wanted to know what this will mean).

4. Future plans

- LD should have the data from the event collated within the next 2-3 weeks, then she and ND will prepare the report. They are sending letters to delegates saying thanks for attending and that the report will arrive in due course.
- We should send the report to some of the people who were invited but did not attend, e.g. Gale Stirling from the Healthcare Commission, and the CRE. We should also use the report to help us engage with bodies such as the DH, NHS London and regulators. JH suggested also sending it to the Mayor of London and Transport for London. (The Mayor is meeting with the LAS next week and JH has asked if he can observe. The Patients' Forum is also hoping to send a delegation to the Transport Committee at the GLA as they are about to start a scrutiny exercise on door to door transport.)
- CM asked whether the group had any issues they would like the Chairman to raise with the Mayor, if this could be influenced. It was agreed that the main messages were about developing standards for patient transport services and ensuring someone regulates them. **CM to feed this in if possible.**
- ND is presenting the PTS Strategy to SMG and will introduce these issues. A non-executive director usually attends SMG and the Strategy will probably also go to the Board. Beryl Magrath was at the event, and may be a good advocate. She enjoyed the day and said she wished to remain involved.

- RW and ND will talk about using the material from the filming. One idea was to use it to make a CD-ROM with key messages, which could be sent out with the report. We should use the 'talking heads' and DVD for future events.
- GD suggested we work up a set of agreed recommendations e.g. for commissioning colleagues. There may not be enough data from this event to work this up in detail, but could be the start of developing a set of standards.
- It was suggested that the outcomes should be fed back to the PTS staff who attended. ND said this will form part of their consultation meetings. He has thanked them and the facilitators, and will send them copies of the report. We agreed we should also send a copy of the report to Michael.
- In the voting system the delegates felt similar events should be held quarterly. It was agreed that we could not afford to do so on the same scale, but smaller - more focused - events should be held, probably in working groups.

5. Next steps

- Complete evaluation and report. (ND / LD) The report should have a formal introduction with a short statement from each of the partner agencies.
- Internal and external communications - who the report should go to. Some listed above in these notes, others ND to decide.
- Event costs to be divided between the PTS, PPI and Diversity budgets. (MV)
- Pick three specific areas (e.g. transporting issues, communication and standards) and set up working groups. (ND)
- Write article for Door 2 Door magazine. (JH)
- Discuss possibility of session at Patient Care Conference with Abbey. (MV)
- Find out if PTS could get a mention in the forthcoming series for ITV. (CM)
- ND and RW to complete film editing. Michael could be asked to do narration.
- GD will write to the Chairman to thank the LAS for organising the event and suggesting that PTS standards are needed. MV advised caution about advertising the findings of the event before the report has been published.

6. Future meetings

- It was agreed that this should remain as a steering group, chaired by ND.
- The Patients' Forum has decided to hold quarterly events involving the PCTs. There could be links between the two groups.
- We will meet again in one month, when the report is ready. ND to organise.