

## Patient & Public Involvement Committee

### Minutes of a meeting held on 25<sup>th</sup> October 2012 Loman Street

**Present:** Sandra Adams, Director of Corporate Services (SA)  
Beverley Bryant, PPI & Public Education Co-ordinator (BB)  
Brian Craggs, Education Centre Manager, Bromley (BC)  
Charley Goddard, Staff Engagement Manager (CG)  
Steve Lennox, Director of Health Promotion and Quality (SL)  
Ruth Lewis, PPI & Public Education Co-ordinator (RL)  
Beryl Magrath, Non-Executive Board Member (BM)  
Katy Neal, North West London Commissioning Partnership (KN)  
Shirley Rush, FT Membership Manager (SR)  
Sister Josephine Udine, Patients' Forum (SJU)  
Margaret Vander, Head of PPI & Public Education (Chair) (MV)  
Sue Watkins, Ambulance Operations Manager (SW)  
Nick Yard, City & Hackney AOM (NY)

**Apologies:** Malcolm Alexander, Patients' Forum  
Gary Bassett, Head of Patient Experiences  
John Carmichael, Community Involvement Officer, Chase Farm  
Julie Carpenter, Community Involvement Officer, Barnehurst  
Nic Daw, Head of PTS  
Lisa Dickinson, Patient Transport Service  
Chris Hartley-Sharpe, AOM First Responders  
Neil Kennett-Brown, North West London Commissioning Partnership  
Janice Markey, Equality & Inclusion Manager  
Helen Shepherd, North West London Commissioning Partnership

#### 1. Minutes of the last meeting and matters arising

- 1.1 SR sent BB the Ambulance News article about the role of the CIO and BB will add this to the website.  
**Action: BB**
- 1.2 SA, SR & NKB have met and agreed to use the next Members meet event on 29th November to gather FT members' views on next year's commissioning intentions.
- 1.3 MA has not yet sent SL details of contacts at the Alzheimer's Society. **Action: MA.**
- 1.4 The first milestone on CQUIN 6.3 has been achieved. Some members of group stated they had not seen the staff survey questions. **Action: MV to circulate.**
- 1.5 SA mentioned that the national QGARD group had agreed that all ambulance trusts would ask the 'net promoter score' question in their surveys, although this is not actually required for ambulance trusts. MV had suggested alternative wording, and had pointed out that the LAS does not rely heavily on survey data as we do so much face-to-face engagement. However, PTS colleagues have agreed to include it in their surveys. SR added that she and other colleagues are discussing a pilot feedback project, using the website and other methods.
- 1.6 MV and SW have met with Picker regarding the logistics of running a Hear & Treat survey next year, and have offered to provide patient volunteers for a focus group to develop the survey.

- 1.7 Suggestions made at the last meeting have all been included in the updated PPI Action Plan.
- 1.8 NY asked about progressing on filling the remaining 8 CIO posts. MV explained that a paper had been sent to Peter Bradley before he left, and this is now with Martin Flaherty for action. BM stated the importance of this role for informing the public about our Service, as well as partnership working such as arranging for GPs to do ambulance ride outs and working alongside them to resolve issues with care homes. There are potential issues around funding the posts, and there was some discussion about the LAS and commissioners working together to resolve this.
- 1.9 SJU asked if the LAS have plans to engage with hospitals, especially in the Croydon area. MV explained that we have strong links with hospitals, including in Croydon, and now that Vicki Hirst has been appointed as CIO there it may be worth talking to her if there are specific issues. KN stated that an audit took place at Croydon on 24th October, looking at handover procedures etc.
- 1.10 All other actions had been completed or were on the agenda.
- 2. Patients' Forum update – SJU**
- 2.1 MA had sent MV a PowerPoint presentation produced by Neil Kennett-Brown about LAS commissioning. MV agreed to circulate this to the group. **Action: MV**
- 2.2 Elections have taken place for a new chair of the Patients' Forum. MA has been elected, with Angela Cross-Durrant and SJU as vice chairs.
- 3. Head of PPI and Public Education update – MV**
- 3.1 MV presented to The Quality Committee in August about PPI & Public Education. She has now been asked to present to Trust Board in November, the South Area Business meeting in December and the next Finance team meeting. The department now also has a regular item in the team brief.
- 3.2 MV updated the group about progress against the non-conveyed CQUIN, which includes a patient survey and staff feedback. Patients are both those whose care was completed through CTA and those who were attended by not conveyed. The first milestone was met in September. The PPI & Public Education Co-ordinators are currently making the phone calls and receiving completed questionnaires, although a low response rate from CTA staff was noted. **Action: SW to encourage CTA staff to complete the questionnaire.**
- 3.3 The group discussed some of the issues arising from the telephone survey and lessons to be learnt. These will be included in the final report. All patients were written to prior to the phone calls and generally there is a good response from patients even if they weren't completely happy with the service they received.
- 3.4 The Engagement Strategies group met in mid-August to review progress against the Trust's various engagement strategies, and links between them. The group includes Communication & Engagement, Equality & Inclusion, Staff Engagement, PPI & Public Education, Clinical & Quality and FT membership.
- 3.5 The CIO Network still meets monthly. At the latest meeting Wendy Chalk attended to help the CIOs carry out a review of their training & development needs.
- 3.6 The next Public Education Staff Development Programme will be held in the week commencing 29<sup>th</sup> October, with 12 participants attending.
- 3.7 The next Community event will take place on Saturday 3<sup>rd</sup> November in Southgate. This will be a chance for us to engage with the local community and partner organisations in the area.

3.8 A national 'hear & treat' survey is planned for next year (2013/14), with a sampling pilot taking place at the end of November. The information required can be provided from Psiam. We are also asking patients when calling them regarding our CQUIN whether they would be happy to take part in future focus groups relating to the development of this survey.

#### 4. PPI and Public Education activity report - BB

4.1 The total number of events recorded on database for 2012 so far is 880, of which we have attended 667. Examples are:

- 'Be Safe' week at the London Transport Museum, which commenced on 20<sup>th</sup> August.
- A Youth Adult Careers Festival, attended by CIO Conal Percy (Bromley) on 13<sup>th</sup> September.
- Paramedic Mark Bolding attended Barts Health NHS Trust Open Day on 19<sup>th</sup> September.
- On 23<sup>rd</sup> September Paramedic/Team Leader Richard Carter attended Cardiac Awareness session at Trinity School, Croydon to speak to parents about 'faints and funny turns' after a young person at the club was diagnosed with a heart condition.
- Paramedic Sarah Higgins visited a group of primary school pupils with special needs on 25<sup>th</sup> September.
- Paramedics Suzy Fish and Stuart Fitzsimmons held a whole school assembly at Coppice Primary School and spoke about how to get help if a family member becomes ill.
- We have been to four primary schools in the borough of Hackney with the Inspire group for 'Work Week' during the past few months.
- The Junior Citizen Scheme ran in Richmond, for 10-11 year olds.
- Safe Drive Stay Alive is currently in progress in Enfield and has already run in Waltham Forest, Hounslow, Ealing, Redbridge and Havering.
- A group of Norwegian paramedic students is visiting Waterloo (on the day of the meeting).

4.2 We have been asked to contribute to the next Clinical Update with some PPI & public education information.

4.3 The PPI & Public Education Co-ordinators are planning rewards and certificates for staff involved in public education work this year.

4.4 SL asked us to continue to ask members of the public the questions around their priorities that they expect when calling 999. **Action: BB & RL to add question to all feedback forms.** SR said she could also add this question to her members' feedback forms. **Action: SR.**

4.5 SJU asked how young people react to working for our Service when we do visits. BB explained that we are asked lots of questions around what they need to join our Service i.e. driving licences.

#### 5. Foundation Trust membership and membership update - SR

5.1 Membership (as at 24 October 2012)

2012	Total	Public	Staff
October	12,172	7,294	4,878
July	11,517	6,638	4,879
April	11,034	6,170	4,864

5.2 692 new public members have been recruited since the last report to this committee in July. (11 deceased member detailed were removed following a recent data cleanse). 570 of these have been online sign-ups and the remainder recruited face-to-face.

- 5.3 We had two very good recruitment days, one in Kingston with someone from the CRU team, who also signed up about 15 people for CPR training, and one at Bromley College which meant we had a good number of young people signing up as members.
- 5.4 Autumn Ambulance News was distributed in September including the Annual Review, with stories celebrating the part we played in the success of the Olympics.
- 5.5 The Membership team have been given access to the website so they can now create their own pages, which means they will be able to develop this section of the website further.
- 5.6 The next Members' Meet is on 29<sup>th</sup> November and is focusing on pre-hospital care. SR asked group to think about topics for future meetings. **Action: All**
- 5.7 SJU asked for an update on our FT application. SA explained that we will be starting afresh with our application and it will be submitted Oct/Nov 2013. Hopefully we will become an FT by 1st June 2014. We need to go out to public consultation again and we may use this time to consult and engage on other changes in the Service. We will also think about a shadow council of governors as by the time we are licensed this body will be ready to run. Public and staff members will be invited to express an interest to become a governor and we have 800 interested at present.

## 6. Progress against PPI action plan - MV

- 6.1 MV has produced a PPI action plan progress report template, and will update this for each meeting.
- 6.2 Item 4 on the table, "key strategic developments": KN asked whether commissioner support was yet required for any consultation/engagement on the Estate Strategy, as formal consultations must be commissioner-led. SA explained that we have had some discussions (e.g. with the SHA) and sought legal advice on our approach to this. KN said that whether we adopt a section 242 (informal) or 244 (full consultation) approach will be dictated by the Overview & Scrutiny Committees. It was suggested that the Estate Strategy be put on the agenda for next month's Strategic Commissioning Board. **Action: SA (?)**

It was noted that East Midlands Ambulance Service have recently gone out to consultation on their Estate Strategy.

- 6.3 Item 7, "external factors": we will continue to consider ways to best engage with external bodies in the new structure once the changes and further development/bedding in have taken place.

## 7. Progress against public education action plan

- 7.1 MV presented the progress chart on public education activity this year. It is difficult to get exact numbers for some items on the table (as some messages are delivered to most audiences).
- 7.2 It was noted that 76 knife crime events have been held since January 2012. However Junior Citizen Schemes are difficult to cover as we need staff to cover long periods of time.
- 7.3 It was suggested that the drugs and alcohol should be covered separately. We do more on alcohol than drugs, and they are not necessarily the same sorts of activities. SL added that Camden has been involved in an alcohol project. It was also mentioned that we cover some of these messages in other sessions. **Action: MV to amend the template.**

- 7.4 SR asked if we collect data for numbers of people that attend each event. BB explained that we do when we know them, but the information is not always accurate as difficult to estimate or record at some events. **Action: BB to provide update on numbers at next meeting.**
- 7.5 NY questioned whether we would be giving out alcohol messages to try and reduce demand over Christmas period. SL said there is nothing in the CQUIN for alcohol specifically about Christmas; SA added that Communications normally send out these messages. It was also noted that staff in the alcohol recovery centres are asking patients to complete surveys about their experience.
- 7.6 248 Basic Life Support sessions have been recorded on the database. It was noted that this number would be much higher if we included the information from the Community Defibrillation and Community Resuscitation Teams.
- 7.7 Under mental health, BC stated that the LAS, SLAM and the Metropolitan Police are producing a video on acute behavioural disturbance and positional asphyxia.
- 7.8 BB stated that she will make sure the 2013 database captures all of the public education action plan priorities. **Action: BB to update database.**
- 7.9 SL asked if we capture demographic data for people attending our events, such as ethnicity, gender etc. MV explained that we do not do this routinely, although some demographic data is being captured in the CQUIN work.
- 7.10 It was noted that the Pride event was not listed on the table. MV explained that the table just contains the priority groups and messages previously identified, and does not cover all events and groups.
8. **Any other business**
- 8.1 SA suggested that membership of the PPI Committee should be reviewed at the next meeting. **Action: MV to put on the agenda.**
9. **Date of the next meeting**
- 9.1 25<sup>th</sup> January 2013, Loman Street 4<sup>th</sup> floor conference room, 09:30 – 11:30