

## Service User Network meeting Wednesday 20<sup>th</sup> April 2016 12.30 – 16.30

Friends House 173-177 Euston Road London NW1 2BJ **Minutes** 

Attendees:	Apologies:	Guests:
Kim Rezel (KR)	Dave Brown (DB)	James Thornton - HQIP
Robert Johnstone (RJ)	Ann Heaton (AH)	Keira Huber – HQIP
Brian Hodges (BH) <b>Chair</b>	Francesco Palma (FP)	Tasneem Hoosain – HQIP
Christopher Hardy (Cha)	Margaret Ogden (MO)	Judith Hughes – HQIP
John Lynch (JL)	Margaret Hughes (MH)	Nicholas Holmes – HQIP
Mike Dent (MD)	Vishy Harihara (VH)	Terry – Perfect Blend
Madeleine Wang (MW)	Sarah Markham (SM)	
Bren McInerney (BM)	Sally Fereday (SF)	
Diana Robinson (DR)	Manoj Mistry	
Jagadish Jha (JJ)	Jennifer Bostock	
Adrian Hardy (AH)	Susan Hutchinson	
Prisha Shah	Anya de Iongh	
Tosin Eniade (TE)		
MINUTES		
1. Lunch		
2. Welcome and	BH welcomed everyone; new member Prisha Shah joined the meeting. Everyone gave short introductions about themselves to	
introductions		
	make Prisha feel welcomed	
3. Minutes of the last		
meeting		
Accuracy	Agreed and approved.	
Matters arising	None that won't be covered through	out the meeting.



## 4. SUN business

➤ Meetings for 2016

All members were pleased about the location of the meeting at Friends House. There was a discussion however about the frequency of the meetings. RJ suggested 3 times a year, DR mentioned that we should have more meetings to maintain the importance of SUN impact and BM pointed out that not all information can be put in an email. KR and BH commented that we should see the outcome of the meetings in 2016 and wait for feedback to revisit and rethink. From then, an informed decision would be made about the number of meetings to have.

Projects updates from SUN members PS- attended the recent specification development meeting (SDM) for the national audit of Anxiety and Depression and was the only patient representative.

It was discussed that being the only patient representative at meetings was a little daunting and uncomfortable. . KR pointed out that three other patient reps had been expected but had dropped out at the last minute, one person said it was because no honorarium fee was provided which BM commented that it needs to be explicit to patients whether a honorarium fee will be offered or not. Overall view was that there needs to be at least two lay patients present at meetings with an honorarium fee of £75.

**Action:** To be more explicit when inviting patient reps about whether an honorarium is offered.

MD- briefly highlighted that the CQC is working well.

**Action**: KR to send Sid Sinha's presentation from the all staff meeting recently

AHA- How do clinicians understand how patients like to be treated? How to judge their skills set? What does quality of care mean to them? RJ suggested that Ben Bridgewater attends a SUN meeting in the future to speak.

**Action**: MW to provide a link to individual clinical tool feedback. KR to look into Ben Bridgewater

BM – spoke about Joshua's story written by James Titcombe 'Uncovering the Morecambe bay NHS Scandal'. He highlighted the importance of receiving a response from healthcare professionals when they give their feedback to them.

DR- there have been new guidelines put in place by NICE regarding



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		care of the dying adult. This guideline aims to improve end of life care for people in their last days. Also, the Royal college of Radiologists work on lower back pain is still ongoing.	
1	Impact Analysis	There was a discussion on the paper KR had sent to members a paper on different methods of doing an impact analysis of patient and public involvement. KR would like SUN to lead on a project that analyses the impact of PPI at HQIP.	
		MH, MD, MW, BH and BM have all put their names forward.	
		This will be a task and finish project and KR has secured some funding to support it.	
		Action – KR to email the interested members and start he process.	
-	5. HQIP Business		
	→-Care audit guides update	SF has sent her apologies this morning but will email an update of this project:	
		Sally has received comprehensive feedback regarding the Care Audit Guides on consultation with a number of SUN members, and representatives from the Social Care Institute for Excellence (SCIE), Kings College, and Bury Council, which she is actively addressing. Comments were largely positive, some structural, and once revised, the guides will be reviewed by Professor Danny Keenan, HQIP's Medical Director, along with those who took part in the consultation, before moving to design and publication stages.	
	➤ Procurement update- NH & JH	Nicholas Holmes and Judith Hughes gave a presentation on the changes that have been occurring within the Procurement team. The team would like to attend SUN meetings regularly. They have already begun to incorporate PPI into the procurement process but would like to progress this further by using a patient representation in the evaluation process. RJ requested that the procurement team provide tangible examples.  Action: The procurement team will arrange a meeting with KR to look at making more progressive steps. CH and BM have expressed interest in being involved in helping with this.	



	CQC (full report imminent) for having several hundred unexplained deaths of service users with very few investigated; and in particular
	CH- The Southern Mental Health Trust covering Hants, Dorset, Wiltshire, and South Oxfordshire has been severely criticised by the
7. Any other business	KR- Cardiac audit programme – six audits retendering. On the 4 <sup>th</sup> May there will be a Cardiac specification development meeting (SDM) focus group to find out areas of importance to patients and carers. This was since cancelled due to lack of interest though KR and the project team engaged with several individuals and charities to ensure PPI in the SDM.
6. PPI projects  > Filming for PPI resources—	SUN members participated in the filming session for the promotion video that will be launched alongside the 2 PPI resources.
➤ PPI Workshop	KR provided a document that shows a draft of plans for 16/17. <b>Action:</b> KR has asked SUN members to have a look at the draft and to send comments to her by 3 <sup>rd</sup> May.
➤ NCAPOP update- TH	Tasneem updated the group about the NCAPOP staff changes. She spoke about the recently published Reporting for Impact Guidance which is for the audit providers to ensure there outputs are of high quality and to ensure the messages address the four key audiences; people who receive care, people who deliver care, people who commission care and people who regulate care. There were also examples given about report outputs for patients who receive care.  Action: TE to send the presentation with the minutes.