

Involving People Steering Group

Minutes of the meeting of the Involving People Steering Group held at the Barnstaple Library, Rm 3b on Tuesday 07 January 2020

Minute	Title
1	<p>Apologies John Wade, Teresa Sturm, Sue Matthews, Pauline Fulford and Tim Lamerton</p>
2	<p>Minutes of the last meeting Amendments to the November minutes were made.</p> <p>DB has made process in approaching new members to join the Group. Two new members will be attending the meeting in March. CMH will forward an old attendee list to DB. The deputy head of Healthwatch was suggested. ACTION</p> <p>Update still required from DB to check with Amy Williams if Trauma and Orthopaedics have been setup to use virtual clinics. RS recently received a letter from the department asking if she would like her next appointment via a virtual clinic. ACTION</p> <p>Duncan has also met with Maternity.</p>
	<p>Action Summary Action: CMH to email DB an old attendee list. Action: CB to speak to AW regarding Trauma and Orthopaedics using virtual clinics.</p>
3	<p>Matters Arising Following on from the discussion at the last meeting about the Trust's engagement strategy and how we ensure these meetings are useful, KA asked the group to suggest areas of interest.</p> <p>Members suggested the following:</p> <ul style="list-style-type: none"> - Outpatients – developments, changes in experience and support to get to appointments - Diagnostics – waiting times and developments - Pathology and other clinical support services - Access – transport, distance and digital methods of accessing healthcare - Hearing feedback from the Trust's other engagement activities, i.e other patient groups, patient stories, quality account etc - Car parking and the administration/scheduling to help transport providers support rural communities - Monitoring the delivery of political promises on the NHS and local impact (IT issues and multiple log-ins, pre-hab clinics, new hospital, car parking charges, EU procurement rules, how we are integrating with the new PCNs, Brexit and access to medicines) <p>KA confirmed that the next 12 months of the IPSG agenda would ensure we covered these issues of interest.</p>
	<p>Action Summary Action: KA and DB to structure the next 12 months of agenda and – where necessary - invite experts to the meetings to brief the group</p>
4	<p>NHS updates</p>
4.1	<p>Oncology Bookwise A briefing on a new booking system was presented by Neil Partridge, in NDHT's</p>

<p>4.2</p>	<p>transformation team. This new system replaces the manual spreadsheets that were previously used to schedule patients into oncology clinics. Sometimes, this resulted in patients being incorrectly booked and medications being wasted.</p> <p>The system has improved the booking of patients and allows booking staff to book for future appointment. The wastage of drugs has also reduced.</p> <p>GK asked if pathology bloods results were linked to the system. It was noted that bloods are taken prior to their appointment. Results are then stored on Chemocare.</p> <p>GK noted a planning process still needs to be look at when booking transport of patients as the voluntary car service are still having to turn people down. Reflections on pathways and the administration of booking cars will be looked into further. ACTION</p> <p>Working more closely with RD&E The Boards of Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust have agreed that the two organisations will explore joining together on a more formal basis. Both Boards have agreed that this process must be based on the premise that any new arrangement is beneficial to people in all the communities served by both Trusts and this premise is supported by NHS regulators.</p> <p>KA noted that the aim of this decision was to ensure the core essential hospital services got the support they needed from a larger neighbour.</p> <p>KA asked the group to let us know if they heard of any worries or concerns from their local communities so we can try to give them reassurance. KA to give updates when further information has been released.</p>
	<p>Devon’s Long-term Plan (draft) At the time of the meeting the agreed priorities for Devon were not yet published. This item to be carried over to the next meeting. ACTION</p>
	<p>Action Summary Action: To look at the pathways and bookings of volunteer cars. Action: KA to bring Devon’s long-term plan priorities to meeting when draft approved.</p>
<p>5</p>	<p>Group Updates EH noted that the Health Pod has been launched in Ilfracombe and Bude.</p> <p>CMH noted that she has a list of people who would like to volunteer at the Trust. AS to email volunteer lead. ACTION</p>
	<p>Action Summary Action: AS to contact volunteer lead.</p>
	<p>Date of Next Meeting Tuesday 03 March 20, 2pm at the Barnstaple Library.</p>

Attendees

Name	Job Title	Present/ Apologies/ Deputy
Katherine Allen (KA)	Director of Strategy, NDDH (Chair)	Present
Tersea Sturm (TS)	Patient Experience Matron, NDDH	Apologies
Duncan Buckley (DB)	Transformation and Engagement Lead, NDDH	Present
Holly Conway (HC)	MacMillan Living and Beyond Cancer Project Officer, NDDH	Present
Carol McCormack-Hole (CMH)	Devon Senior Voice with Devon Communities Together	Present
George Kempton (GK)	Go N Devon, NHS Retirement Fellowship	Present
Eric Hayes (EH)	Ifracombe Access Group/ Tyrell Hospital League of Friends	Present
Roz Sampson (RS)	PPG/PSN	Present
Sue Mathews (SM)	SOHS	Apologies
Laura Maddon (LM)	Devon Carers	Apologies
Tim Lamerton	NDVS (CVS)	Apologies
Ella McCann	NDVS (CVS)	Apologies
Pauline Fulford		Apologies
In attendance		
Andy Searle	Service Transformation Team Secretary (for minutes)	
Neil Partridge	Project Manager- Service Transformation Team	