

Minutes of a Meeting of the AWP Trustwide Engagement Group

Held on Monday 28th April 2014, 1000-1230, The Conference Room, Green Lane Hospital, Devizes.

These Minutes are presented for **Approval**

Members Present:

Anthony Gallagher – Non Exec Director & Trust Chair (Chair)

Lu Duhig – Carer Engagement Manager

Ann Tweedale – Head of Quality Information & Systems

Teresa Bridges - Involvement Co-ordinator

Gareth Sharman – Involvement Manager

Norman Atkinson, HoPP, Wiltshire

Sally Wood, PPI Manager

Bex Aspinall – Involvement Co-ordinator

Lilliana Rawlings – Involvement Co-ordinator

Jessica Wright – Involvement Co-ordinator

Ivor Bermingham – Service User Involvement Worker

Lisa Catling – Service User Involvement Worker

Phil Cooper – HoPP, Secure Services

Penny Stanbury – Involvement Co-ordinator

Emily James – R&D Involvement Co-ordinator

Debbie Spaul – HoPP, South Glos & Trust Carers Lead

Staff In attendance

Alison Devereux-Pearce – Governance Support Officer (Minutes)

Jo Davis – PALS Manager

Rachel Morris – Membership & Governor Manager

In attendance

Emma Cooper – Healthwatch Representative (in part)

Mark Earl – Service User Representative

Bev Nottingham – Carer Representative

Daniel Thornton – BSDAS Service User & Involvement Worker

Derek Dominey – Carer Representative

Dick Hilling – Veterans Representative & Service User

Sally Luxton – Carer Representative

Action

TEG/14/01 - Apologies

1. Apologies were received and accepted from Tony Aucott, Alan Metherall, Tricia Long, Bev Nottingham, Anita Hutson, Sally Wood and Helen Cottee.

TEG/14/02 – Previous Minutes

1. Introductions were made around the Group. Tony Gallagher, Non-Exec Director has taken up the Chair, following Alison Paine stepping down from her Non-exec role. He will support the development of the Group as it evolves and becomes

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the vehicle for the Governors' reporting to Board once Foundation Trust status is achieved. This will enable the Board to get the direct voice of Carers and Service Users.

2. The **minutes** of the previous meeting on **10th February 2014** were **agreed**.

TEG/14/03 – Matters Arising

1. The Group considered the Schedule of Matters Arising and resolved to note progress and remove those items marked as complete as below:
 1. All actions to be marked as completed minus the action relating to the Carers' Option paper
 2. It was resolved that AD-P is to circulate the Terms of Reference before the next TWEG
 3. The Group had a short discussion around the location of future TWEGs resolving to explore the possibility of using Jenner House or the Swindon CCG. Questions were raised around the visibility of the meeting if such a change were to take place. The Service Users Group and Carers Group are to discuss and feedback the decision.
 4. An issue was highlighted around the need for named individuals for the representation of stakeholders for the delivery of reports.

TEG/14/04 – Sub Group Reports

1. **Service Users:** The next meeting is scheduled for May with the previous meeting held in March. The response was positive, there was a reasonable representation of service users from across the Trust and a process is in place to elect a service user co-chair. The Group will report to TWEG via Gareth Sharman. The minutes for the previous meeting were not available at time of writing. The ToR will be discussed and finalised at the next meeting and then reported to TWEG. Plans have been made for representation to be consistent across localities with reps rotating. They will agree who will attend between themselves. The Group resolved to have the SU Group given an FT presentation by Rachel Morris. The Meeting is open for service user participation with a 5 minute limit for each of their contributions. No questions were raised.
2. **Carers:** Four carers from the Trust-wide Carers' Forum have volunteered to attend with three of them coming at any one time. The Forum's last meeting was on 15th April, minutes to be circulated with TWEG minutes. They have shown a keen interest and an informal approach has been taken re representation.

The Carers' Charter has been launched with information and podcasts on the

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internal and open access website.

The first part of National Accreditation to the Triangle of Care scheme is taking place in May. Self-assessments have been completed against the six standards in the document by Inpatient, Rehab and Intensive Teams. The second wave of Accreditation will involve all the community and Early Intervention and memory teams. There is significant challenge in Bristol, with teams working on the tendering process, to complete the assessments...

Julie Warner is working with Tricia Long, carer, and Simon Smith and colleagues, in regards to streamlining the carer identification process and general record keeping re carers in RiO so that it is less challenging for staff. A process is being re-launched to enable staff to feel less burdened and engage better with carers.

Carers' Week begins 9 June 2014. The Trust-wide event will showcase the Carers' Charter and the work on the Triangle of Care. Lu Duhig to re-circulate flyer. DS is aware that this takes place on the same day as the CQC hospital inspections starting, which makes up part of the FT process. Dates for Carers' events from Trust localities will be available on the website. Information to be sent to AD-P with the Carers' Forum minutes to be attached to the TWEG meeting minutes.

Sally Wood asked how Carers' Champions are selected, are they chosen or do they volunteer? This is important as it affects how they are able to do the role, which has proven to be very important to families. Debbie Spaul to discuss dedicated time for the role with Alan Metherall.

3. Healthwatch: The Healthwatch Group last met in March with one representative, Emma Cooper, Healthwatch Wiltshire, present at TWEG. A group is established, with ToR written, and 2 members will be elected for TWEG in due course. Healthwatch has shown good engagement with a joint draft working agreement awaiting Trust ratification. The next meeting will be held on 9 June 2014

4. The Group **resolved** to **NOTE** the updates.

TEG/14/05 – Integrating Membership & Governors

1. The Group were briefed that on the outcome of becoming a Foundation Trust they would become part of a proxy Council of Governors which will use the experience and greater input of Carers and Service Users to shape the future Trust. All present were urged to join as FT members.
2. Governor elections will take place later this year. Once elected new Governors will be given training. Governors will have the responsibility of representing service user and carer views to the Board. They will question the Board on its delivery of services there will be a clear line of reporting via TWEG or its equivalent. The

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Board of Governors will be instrumental in helping to shape Trust strategy. They will be responsible for appointing future Chairs and Chief Executives of the Trust.

3. Emma Adams asked for clarity whether only members of an FT can be elected as Governors? It was also observed that the Trustwide Engagement Group are very 'staff heavy' at present but assurance was given that Service Users, Carers and Healthwatch will form a large part of this group in future. When the Trust gains Foundation Trust status Governors will represent particular constituencies. The six service user governors will each represent a geographical area. While the two carer governors will in likelihood represent each side of AWP's area. They will be responsible for representing the views of their constituents and will feed these views in to advising on and determining Board level decisions.
4. The Group **resolved** to **NOTE** the update.

TEG/14/06 – Electronic Patient Record

1. A brief introduction to the EPR project was given to the group outlining the current use of the RiO system and progress being made on the system that will supersede the current EPR system. An informal Invitation to Tender (ITT) has gone out while the Trust refines its requirements.
2. The Group were assured that the next system will be clinically led in future. The contract is to last 10 years with £10m over 5 years. There is an opportunity for the Trust to explore an open market approach or to control the RiO replacement locally to make it more effective and specifically tailored for the Trust's needs. There is a need for an electronic system and the NTDA will have a view on the decision or the money spent.
3. The £10m was explained as a most-expensive scenario. Questions were raised around the reduction of risk; the group were assured that detailed specifications and requirements were being produced and that 3 suppliers were currently being reviewed. The expectation is that no system will meet the full requirements but it will be able to link with the systems in use by the GPs/local hospitals. Interoperability may not be immediately available but can be potentially developed into the system after implementation. Security is of utmost priority and files are to reviewed and re-entered. Papers will still need to be kept as relevant but there is no plan to scan documents in to the system. TWEG were assured that the project board has SU representation.
4. The Group **resolved** to **NOTE** the report.

TEG/14/07 – Complaints Policy

1. The Complaints Policy follows National procedures and the Group were assured

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that it has standards embedded within. The process is complainant led with an emphasis on complaint planning/resolution/outcome. Persistent and/or reasonable complainers have a process which includes benchmarking behaviour and signing off from the CEO of the Trust. This gives a solid position moving forward.

2. It was questioned whether the policy has had Service User input when being drafted. Assurance was provided that the paper is to go through Healthwatch and the SU group. Interest in the advocacy element was expressed by the Healthwatch Lead and was assured that the Trust uses advocacy as part of the overarching support and the document reflects this approach. It will be further reviewed by Healthwatch in June, then Quality and Standards, and Board respectively.
3. The Options paper was distributed at TWEG on 10th February 2014 for reading with comments to Jo Davis. The Options were reiterated and the paper is to be escalated with Service User, Healthwatch and Carers Groups as per the Leads attending.
4. The Group **resolved** to **NOTE** the report.

TEG/14/08 – Engagement Strategy Action Plan Update

1. An update was given regarding the plan with the following notes:
 - Actions 1-3 are in place.
 - Action 4 to increase opportunity – will be carried over until next June
 - Quality improvement focus – will be carried over
 - Shared learning action – is in place
2. Monitoring
 - This part of the process is not currently in place; To be discussed as a future Agenda item. Service Users and Carer Groups are to review and to decide on the metrics and outcomes of actions.
3. Involvement reimbursement
 - Payment is to be reviewed in line with other FT Trusts by the Membership & Governor Manager. Emma Roberts will be leading on payment guidelines for who to pay, what to pay and when; what training and types of participation will be available.
4. The Group **resolved** to **NOTE** the report.

TEG/14/09 – Accreditation Process for Engagement and Involvement of Service Users and Carers

1. The Group received an update into the Accreditation process by the Carer Engagement Manager and Jess Wright, Involvement Coordinator.
2. It was suggested that there are 'ladders' to describe levels of agreed

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involvement. On the framework service users, carers and staff have suggested examples of involvement appropriate for each level. These can be added to as people develop more ways of engaging and involving service users and carers. It was also made clear that it is most important to engage with service users and carers at an individual level on the care pathway and as such it is the responsibility of all staff to regard it as 'their business'.

3. The framework needs to be both achievable and realistic, but still aspiring to Trust requirements for engagement and involvement. This will be broken down into different categories and also different levels of intensity. In helping to demonstrate what can be done there are examples from each locality of good practice that is happening currently. There will be a showcase event on 16th June where these examples can be presented and discussed more fully. Service users, carers and staff will be able to come together to show how beneficial this engagement and involvement is to supporting recovery.
4. A panel will convene to assess localities for their level of accreditation. This would consist of staff, carers & SU's to assess and then for the panel to present to TWEAG for final approval and would also link in with staff awards.
5. The Group **resolved** to **NOTE** the report.

TEG/14/10 – Triangle of Care Self-Assessment Audits Report

1. This agenda item was carried over and an update will be circulated at a later date.

TEG/14/11 – Patient Survey Actions

1. The Patient & Public Involvement Manager provided an update to the Group and advised that full survey results will be published on the AWP website.
2. Issues were identified around crisis care, inpatients; particularly around the interactions with staff (psychiatrists) which is being reviewed at a Trust level. Issues with the continuity of care were discussed; the Trust is taking this seriously and will be taken up with medical training and with the Medical Director who will update this in accordance with the Trust's values and SU's expectations.
3. It was noted that not all action plans have been received; 3 areas have been updated and there were 3 original action plans without updates. Each area has concentrated on issues within their locality. The final review of the action plans will be at Quality and Standards in August.
4. The Group **resolved** to **NOTE** the report.

TEG/14/12 – Draft Quality Account 2013/4

1. The Head of Academy gave an update to the Quality Account, a statutory document, that was discussed at the last meeting.
2. Quality improvements need to be finalised for the next financial year and

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incorporated into the Account. This is to be discussed at Carers forums, SU groups, and the localities with feedback by 21st May.

3. It was suggested that 3 domain headings, patient experience, safety and clinical effect will outline aims, actions and success measures. Safety items are national mandatory items with new guidance to be received for restraint and will enhance low level intervention recommendations put in place by AWP.
4. High level strategic items will be reviewed and commented upon by the 3 groups by 21st May. Emma Cooper will be co-ordinating feedback from Healthwatch who are already sighted on the draft.
5. The Group **resolved** to **NOTE** the report.

TEG/14/13 – Localities Updates (3 points)

1. The **North Somerset** Involvement Worker replacement will come to the next meeting.
2. **Specialised Service** is involved in peer mentoring in drug and alcohol services. Peer mentor Carer in Eating Disorders Unit will attend the Carer Forum. The involvement Co-ordinator is meeting with triumvirates to identify what's positive.
3. **Bristol** is currently at the 1st stage of tender, has been awarded for preferred bidder status community services lot 1. Bristol is at the beginning of the process/delivery and setting up reference groups with SU's and Carers to ensure input into the next stage. Is currently working with staff and SU's co-producing involvement strategy for inpatients which is motivating for staff, with the feeling being very positive at present.
4. **Swindon**: Community feedback sessions were held on the 2nd May to allow input for Workshop over delivery of mental health services in Swindon. Events coming up will be hosted by SU's and carer representative groups – peer mentors are helping with the review of 136 provision.
5. **Wiltshire**; Wiltshire Wildlife Trust who own land at the back of Amblescroft in Salisbury, are linking in with AWP's in bloom with the possibility of tools and shed being provided to enable the updating and planting of the land. Recent meetings with HR have occurred to discuss concerns after discussions at inductions for new staff, that SUs and carers aren't being used on interview panels. It was felt that there is a need to have SU's and Carers on the panels, but only those interviews which are appropriate. The involvement worker to be contacted to ensure selected SU's and Carers are on the panels. This has been approved by Sue Hall Director of Resources. Funding issues may cause problems around reaching aspirations as well as the practicalities.
6. **Secure Services**; Secure is currently going through the redesign process at present. This is affecting work but Pathfinders Service is going positively with interest and engagement but would welcome all feedback. Rethink are also involved with the SU and Carer Family and Friends group with a greater representation.
7. **R&D**; Currently at the early stage of putting together involvement within R&D, with an opportunity to find out about relevant research opportunities. Further to the

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evaluation re: Friends and Family Test, workers are speaking to SU's, staff and involvement workers regarding how it is working in the localities and this will be carried out in the next month.

8. **BANES**; Evidence Based Design on the ward is progressing well. The Team are currently gathering data and will then be moving on to analysing the feedback. Carers are holding their own event on 10th June, and will be working with the carers champions. Whittucks Road involvement group is to be launched at a Carers BBQ. A summer festival will be set up run by the groups and AWP, with the object of raising awareness and having fun, this is due to take place in July.
9. **South Gloucestershire**: The Community Care Forum will be merging with the Carers Group, with a review in 6 months. Bex Aspinall is currently working to increase the database of involvees.
10. The Group **resolved** to **NOTE** the updates.

TEG/14/14 – Any Other Business

1. Future Payment Policy, as discussed previously will be benchmarked with other Trusts and this will be brought back for the Group's consideration with the first draft at the next meeting as an agenda item to ensure that the Users, Carers and payment policy is transparent.
2. It was questioned that as Carers and Service Users at each area attend this group why can't all Carers be invited to the Trustwide Carers Forum?. Debbie Spaul responded that there are currently 40+ people including carers from each area that attend this already. In order to ensure effectiveness it would be inadvisable to extend the membership, but a 6 monthly representative 'tenancy' at the forum was suggested to allow greater opportunity for others to attend. This issue will be discussed at the Carers' Forum in July, with a review in 6 months' time to ensure continuity.
3. Swindon Trauma Group details are on their website for future sessions.
4. The Group evaluated the meeting scoring from 1 – 5, identifying particularly good and less successful elements.

Members scored the meeting between 3 - 4 identifying the positive elements as:

- RiO or alternative process is being addressed
- Clearer picture over issues
- Hearing from localities
- Useful feedback, RiO plans were interesting, more SU reps and carer reps needed
- Meeting stuck to agenda well, focussed discussions
- Good research for university work, innovation work happening
- Good information, Trust working, more representation from SU and carers needed

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- Good for networking
- Covered a lot of ideas, positive energy, enthusiasm
- Ethos of meeting constructive
- localities representation, sharing knowledge
- Real change happening within AWP, looking for involvement – it's taken a long time for cultural change

Less successful elements were identified as:

- Too many staff, need more challenges and dynamics
- Poor location
- Need more Service Users and Carers
- No papers received
- More SU representation needed
- very staff heavy, bad venue
- Venue was too far, lack of SU representative
- Stuffy hot room
- Large agenda, needed more feedback from SU and Carers

TEG/14/15 – Next Meeting

16th June 2014, 1000-1230 - Managers Meeting Room, Callington Road Hospital

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