

**St Bartholomew's Hospital (SBH)
Patient Voice Meeting Minutes**

12th Sept 2018

2. Apologies: ER – Medical Director

3. Attendees: George Hogan (Chair)
Malcolm Billings (Assistant Chair)
AH (Patient Voice member)
SPJ (Associate Director of Nursing Barts Heart Centre)
DB (Senior Improvement Manager)
HD (Patient Voice member)
ES (Macmillan Values Based Standard Programme Lead)
LC (Director of Nursing SBH)
JS (Director Clinical Research, Quality and Innovation)
VS (Patient Voice member)
JI (Patient Voice member)
AR (PA support)
MH (Patient Voice member)
SE (Associate Director of Nursing Barts Cancer Centre)

No minutes were available from the last meeting which was informal

4. Involving patients in Research

JS gave a presentation on the above topic which highlighted the following:

- The aim is to make research more meaningful for patients and carers
- The focus is upon co-production with patients/carers and researchers having an equal partnership in designing studies
- JS described a piece of dementia research which had produced an animation as the main output
- When Researchers apply for approval from the Ethics committee applications must include a patient engagement plan
- Patients/carers can help virtually and in person by attending meetings
- National Institute for Health Research advocates how patients and the public can be involved in research

MB asked what the Patient Voice can do to help and VS asked for clarification?

- Members to show interest and contact JS to get involved
- JS would like patients/carers with a range of experiences of procedures and care
- More involvement would reduce the burden on active individuals



AH asked about studies with haematology as she was not aware of being approached to participate

Action: JS/SE to update on any studies with haematology which need patient/carer involvement

5. Collaborative Boards

GH summarised the background – collaboration between Kings Fund and Barts Health which aims to bring patients and staff together at meetings with the ambition of the patient having an equal voice and is supported to articulate their perspective.

GH encouraged the PV membership to join a Board/Steering/Decision making forum at SBH

The rationale for the DBS checks as part of the PV application was discussed at this point and clarified that this was to enable the PV members to have freedom to visit wards/departments in the future and work more collaboratively with the clinical teams.

GH summarised the application process

6. Patient Events 2018/2019

LC shared the SBH leadership structure for discussion and comment next time. LC discussed in detail the meeting structure at SBH and those which might be of interest to PV members. Multiple volunteers per meeting is positively encouraged. LC then summarised the suggested priorities for the PV membership such as the 3rd and 7th floor improvement programmes.

VS raised the importance of capturing patient experience of some of SBH routine services e.g. phlebotomy & imaging

LC agreed that this was very important and would be picked up at the outpatient improvement group which several patient voice members could join

GH discussed that in order to fulfil the ambition above the PV will need at least 15 members.

7. Communications strategy and publicity material

DB asked the members to review the publicity and branding during the tea break
Feedback on materials

Emblem

- no to the shield and very old fashioned
- Of the other two emblems it was suggested that a single font is used for “The Patient Voice”
- Of the 3 words “voice” should be highlighted most
- All bold font
- Additional symbols surrounding the large emblem were not popular
- Suggested that the “dashes” above and below “The patient voice” could be in different shades and possibly darker

Photos

- There should be less emphasis on staff and more on patient in the photos
- Multiple photos are more representative

Action: All group members to send comments to patient voice email (add address)

8. The patient voice constitution – item deferred until next meeting

9. AGM & Elections

- VS explained the process and highlighted the two relevant forms
- Feedback was given regarding the need to add the SBH patient voice email address
- The issue of PV members confidentiality was raised and it was agreed to refer to attendees by initials only

10. Any other business

DB asked that the group acknowledge and thank AR for her support in getting the PV programme to this point

11. Date of next meeting

Annual General Meeting 14th November 2018 West Wing St Bartholomew's