1 Welcome and apologies
Christine Lester welcomed everyone to the meeting and introductions were made around the table.

Apologies were intimated on behalf of Amanda Croft, Dr Nick Fluck, Tracey Gervaise, Wendy Innocent, Prof Stephen Logan, Jacqui MacKintosh, Mike Ogg, Jonathan Passmore, Catherine Rae and Dr Rebecca Riddell.

2 Minute of the meeting held on 29 June 2016
It was noted in Item 9.1 Independent Advocacy Plan that the date in the final sentence in the paragraph was incorrect. The sentence should read “It is anticipated that the revised plan should be in place by the end of November 2016.”
With the changes noted above the minute was approved as a correct record of the discussions.

3 Matters arising
Review of the PFPI Committee’s role and remit to align strategically with the integrated Boards
As agreed at the previous Committee meeting Christine Lester, Laura Gray, Louise Ballantyne and Jonathan Passmore met to further review the Constitution. Louise provided an overview of the refreshed draft including the suggested new name for the Committee, which is the NHS Grampian Engagement and Participation Committee. The new version featured a further descriptive narrative on the role and remit of the Committee. The content was discussed by the members and it was agreed that one further change was required. On page 7, 2nd paragraph the wording “from Sector and IJB Leads” will be removed. The sentence will now read “The Committee must receive assurance that engagement is.”

Action Louise Ballantyne

Christine Lester noted that the core membership will be reviewed to allow the appropriate people to attend as and when necessary.

The Committee agreed to work with the revised role and remit for the next year.

4 Patient, Public and Carer Information
Coaching for Carers – Elaine Mottram, Pensando Consulting
Laura Gray introduced the item, which was a project funded by the NHS Grampian Carers Information Strategy (CIS) group. The aim of the project was to

- explore the use of coaching as a method of support aimed at improving health and well-being for family/informal carers
- identify the benefits which can be gained and
- understand more about achieving sustainability of those benefits

The detailed report produced by Elaine Mottram had been extremely well received by the CIS group and it was felt that it would be useful to allow Elaine to present a briefing to the Committee members on the work.

Elaine provided information on her background and work with the NHS and then with Voluntary Service Aberdeen (VSA). She delivered a coaching service from 2009 – 2014 for VSA. Feedback gathered indicated that the service was much valued by the carers themselves and was perceived by them to have a significant impact on their health and well-being. Following the cessation of the VSA service in 2014, it was clear that evidence of benefits would be necessary if coaching was to be made available to carers. As a result of the decision to cease the service and the lack of evidence it was decided to seek funding to evaluate the use of coaching.
Elaine provided detail on the project method and the coaching process which included two personal stories of people who had benefitted from the coaching service. Thirteen carers were part of the process and were offered a follow up session at the end of the project.

Discussions took place with many Committee members commenting on the important work and how NHS Grampian could take this forward. Currently Carers Services are presently commissioned by Local Authorities. Future planning of services for carers and the implementation of the new carers legislation (Carers (Scotland) Act 2016) will be the obligation of the Integration Joint Boards. Laura Gray confirmed that future funding of the service would therefore need to be considered by the IJBs.

Many carers could benefit from coaching and discussions were had on how to access hard to reach carers. Ann Griffin commented that Life Coaching for Young Carers was available in Moray.

Susan Carr commented that the findings of the report would be a useful learning tool for Allied Health Professionals and could influence their work with patients and their carers.

The Chair acknowledged the importance of the findings in the report and the Committee agreed that it would be beneficial for the item to be presented to the NHS Grampian Board. **Action Laura Gray**

Elaine was thanked for presenting to the Committee.

## 5 Patient Experience

### 5.1 Person-centred update

Liz Tait provided the update on behalf of Amanda Croft.

Person centred visiting – a banner and booklet describing the practice has been produced in draft form and is out for consultation. Positive feedback has been received to date. A video to launch this is currently being filmed which will involve clinicians, a patient and a relative who have experienced the benefits of person centred visiting while in hospital.

The national In Patient Survey results are due to be reported by end of August/early September.

Shaun Maher, Strategic Advisor for Improvement and Person-Centred Care for the Scottish Government visited ARI on 18 August. He spent time in clinical areas and delivered a workshop to staff on the benefits, examples and principles of creating a person centred approach to everything that we do. Key to the discussion was the importance of people and relationships, listening to “what matters” and embedding
deeper more meaningful engagement with patients and families. Shaun is also arranging a future date to visit Dr Gray's hospital.

Liz confirmed that the complaints and comments received from the NHS Grampian Feedback Service and Patient Opinion are used as a mechanism of assurance and improvement in the quality of service provision and is essential to creating a person centred culture.

5.2 NHS Grampian – Handling and Learning From Feedback Annual Report
Louise Ballantyne provided a summary of the findings within the annual report. Various statistics were discussed.

Louise also noted that new national complaint handling legislation will be implemented by 1\textsuperscript{st} April 2017. We will be required to try to resolve all minor complaints verbally within 5 working days, but more complex complaints can still be responded in writing within 20 working days.

Discussions were also had on the methods used to encourage feedback.

5.3 Patient Opinion (taken as first item after matters arising to allow Linda Oldroyd to leave the meeting to facilitate a two day programme of awareness raising and education for staff by Patient Opinion representatives)

Linda acknowledged that Patient Opinion continues to be a valuable mechanism through which patients and members of the public can provide feedback on their experiences by posting comments on the Patient Opinion website. Many people choose to remain anonymous which can make it difficult to follow up specific concerns but all stories are shared with the service concerned.

At present there are only two people within NHS Grampian who have responding rights but a commitment was made to move to the next level of registration with Patient Opinion. It was agreed that Gina Alexander, Director of Patient Opinion, and several of her team would deliver a two day programme of awareness raising and education for staff. The Acute Sector will identify two leads with the aim of devolving responding rights in a measured and supported manner. Laura Gray and Linda Oldroyd will continue to oversee the responses.

Discussions were had on the interface between Patient Opinion posts and the Feedback service and it was confirmed that the information is shared.

The update was deemed to be very useful and will continue to be included as an agenda item for the Committee.

5.4 Scottish Public Services Ombudsman Reports
Louise Ballantyne provided a short summary on the information contained within the paper provided on the number of NHS Grampian complaints investigated by the SPSO from 2011 – 2016. On average 17 complaints per year are investigated with 45% not upheld, 22% partially upheld and 33% fully upheld. She confirmed that NHS Grampian reviews the learning from the fully upheld complaints.

6 Equality and Diversity

6.1 Equality and Diversity Information
Nigel Firth provided a summary as follows:
- Equality and Diversity Training Seminars – approx 320 consultants have been trained
- Impact Assessments – over 100 staff can now impact assess documentation
- Meeting the healthcare needs of the Syrian refugees in Grampian
- Disability access and facilities review of the replacement Balfour Hospital and associate facilities for NHS Orkney

7 Public Involvement and Consultation

7.1 Public Involvement Team- quarterly update
Louise Ballantyne provided an overview of the detailed quarterly update which was divided into 3 sections.
1. Public Involvement Development Activities
2. Project Involvement Support Activities

The Committee welcomed the detailed update and was keen to make more people aware of the engagement work. It was confirmed that many of the items have been promoted on social media and are being utilised by the IJBs on their websites and newsletters. It was suggested that it would be useful to send copies to Board members.

Action Laura Gray

7.2 Delivering Sustainable Primary Care Access to Dispensed Medicines in NHS Grampian
Laura Gray provided a short update on the consultation process so far. Over 400 responses have been received and a number of public meetings and drop in events have been arranged in all of the areas affected by the review.

It was agreed that an update on the process will be provided to the Committee at the next meeting in November.

Action Laura Gray

8 Sector PFPI Updates
8.1 **Aberdeen City, Aberdeenshire, Moray Health and Social Care Partnership, Acute sector, Mental Health Sector & Public Health service update**

All sectors provided a written update on the public involvement activities within their sector. The sector representatives who were available to attend highlighted several of the items within their reports.

The representatives were thanked for the useful information provided.

9 **Advocacy and Volunteering**

9.1 **Independent Advocacy Plan**

Dianne Drysdale confirmed that the reconvened Grampian Independent Advocacy Group had met on 17 August to agree the draft Advocacy Plan which will be sent out for consultation in the middle of September with a closing date of 31 October. It is anticipated that the plan will be presented for approval to the Committee at the next meeting on 23 November.

Once the plan has been implemented the group will continue to meet twice yearly and would involve stakeholders.

10 **Report to NHS Board**

The Chair confirmed that a report on a selection of the subjects discussed at the meeting will be provided to the NHS Grampian Board. It was agreed that the report would include:

- Coaching for Carers
- Patient Opinion
- SPSO Report
- Public Involvement update

11 **Items for Noting**

11.1 Scottish Health Council report June-July 2016
11.2 Carers Information Strategy meeting 31 May - minute
11.3 Universal Guidance Notes for Supporting Young Carers

12 **Any other Competent Business**

There was none.

The Chair thanked everyone for their attendance and closed the meeting.

13 **Date of next meeting**

10am Wednesday 23 November 2016