



TRUST BOARD

Title: KEY ISSUES AND ESCALATION POINTS
Name of Committee: PEOPLE PARTICIPATION COMMITTEE
Committee Chair: Fazilet Hadi
Meeting Date: 17th August 2022

Summary of key messages:

The Committee met virtually on 17th August 2022 in line with the Trust's Covid-19 governance arrangements.

Reports / updates received

Strategy Update: an update on the strategy was provided, positive outcomes were noted against objective 13 which is to recruit into a lead Equality, Diversity and Inclusion (ED and I) role, objective 8 which was to ensure FFT is available in 6 alternate languages and objective 5 which is to embed co-production within the recruitment process (in terms of patient/ carer involvement on staff interview panels this is an area of growth, and the teams are looking at ways in which to track involvement activity).

The Committee heard that an offer had been made for the ED and I role and the applicant was going through the recruitment process, it was also noted that the old FFT question had now been translated into 6 key languages – with work on-going to replicate this for those services who use the new FFT model. A discussion in relation to co-production within service re-design has been undertaken and it was identified that this is an ambition which has started to develop, the patient experience team has met with the transformation programme lead to consider how our paperwork and plans can be updated to reflect this ambition.

Patient Experience Partner roles have been advertised – using a similar model as the Patient Safety Partner posts, these roles will support our patient experience agenda inclusive of complaint management and co-production. The postholders will also participate in The Trust wide Working Together Group and PPC.

The Trust wide Working Together Group Update

The following key points were noted:

Volunteer report: the increase of volunteers and volunteering opportunities were noted, and the Committee was provided with volunteer placement information, in addition to the impact that the volunteers were making to both patients and staff. A discussion was had in relation to using our current good practice for volunteering across the organisation so that patients can expect a similar service in all relevant Trust locations.

Co-Production update: updates provided from Luton and Bedfordshire Adults, Norfolk and Waveney and Cambridgeshire and Peterborough Children's services highlights included the Norfolk digital portal project which had over 90 young people involved with its development and design. The continued work of the co-production leads was noted.

Trust wide Workforce Groups (Cultural diversity, LGBTQIA+, Long-term Conditions and Disability): An update on staff network activity was provided within the paper. The 2022 WDES report had been published in July with proposed 'next step' actions having been identified. A comparison with 2021-22 outcomes was discussed and some areas where the Trust had a decreasing score identified (e.g., staff indicator 11 which identified that % of staff saying their employer has made adequate adjustment).

Additionally, the Trust have instituted checks to ensure that flexibility is offered to staff roles whenever possible, and all panels now must demonstrate diversity before recruitment commences.

Bedfordshire & Luton Children’s Services update and Focus: the teams co-production model was highlighted within the presentation – this showed the Committee how co-production is embedded across the service from team meeting agenda items to the Patient Participation Committee. Several projects were showcased; the epilepsy team patient knows best app (which has been nominated for 2 national awards), the neurodiversity diagnosis pack (part 2 of the project has now been commenced), the adhd treatment response form and the top tips for professional’s document. The Committee was very pleased to see how coproduction was embedded in management structures and we welcome the voice young people and parents are having in strategic issues.

Equality Diversity and Inclusion Quarter 1 Update: An update on the EDS2 objectives was provided – all were noted to be on track.

Escalation Points:

No formal escalations to the board.

For noting:

- Positive to receive information on several projects that are interlinked with our strategic alliances
- Noted by the Committee that we need to improve our position on diversity within interview processes – however this is being addressed and monitored

Emerging Risks/Issues:

None.

Examples of Outstanding Practice or Innovation:

The reports contained a number of examples of good practice including:

- Exceptional co-production work with our communities across the organisation
- The presentation from Luton and beds Children’s Services
- The increase in volunteering capacity and opportunities
- Positive steps being made around the patient participation element of the clinical and quality strategy

	Kate Howard
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Date:	18 th August 2022