



TRUST BOARD

Title: KEY ISSUES AND ESCALATION POINTS
Name of Committee: PEOPLE PARTICIPATION COMMITTEE
Committee Chair: Fazilet Hadi
Meeting Date: 24th August 2023

Summary of key messages:

Substantial assurance can be taken from the information presented to the Committee from a number of updates. The Committee commented positively on the overall quality of the reports received and the level work that is being undertaken to support the Committee's agenda.

Prior to the meeting a developmental workshop was held with core group members, actions from this discussion are being circulated to the group for comment prior to work being commenced.

Thematic Reviews:

Ambulatory Care Service Review: a review of the last 6 months activity was presented which included the following highlights.

- A refresher presentation for iCaSH staff (inclusive of Terrence Higgins Trust and Service Commissioners) on what co-production is.
- Survey development/ implementation around patient access to services.
- Involvement in active patient recruitment for a research study within the First Contact Practitioner service.
- Involvement Partner training for interview panels.
- Developing and implementing the Dental Working Together Group.

QI project (Luton): the team presented the Doccla project (remote health monitoring pathway), this programme identifies appropriate patients to self-monitor their wellbeing using relevant equipment e.g., blood pressure monitors. Results are fed back via a phone app to the Luton Adult Service where a practitioner will review the data and act according to the needs of the patient.

It was noted that patient involvement did not start at the beginning of this project – instead the patients were involved at a later point when they were asked to support the team in filling out a survey to review their experience of the pathway. The patients were then invited to focus groups so that the team could understand what processes could be improved and what went well. The learning from this project has been as follows:

- Patient involvement should have started at the beginning of the Quality Improvement project.
- That the patients who used the phone app thought that we could add more links into the app – to improve self-help support.
- That some patients refused to access the pathway as they were not experienced with phones, apps and some did not have access to Internet facilities.
- Additionally, Doccla only provide the app in English – which automatically meant that patients who do not speak English were not able to participate (this has been fed back to Doccla).

Lessons from this pathway development have been identified and applied to the integrated falls pathway work, with patient involvement being seen at the very early stages of planning.

Review of communication/information related issues in safety and patient experience:

Communication and information related issues have been in the top 3 reoccurring complaint and incident themes since 2019 – the review pulled together some of the topics around this and identified next steps. The paper noted that at this time the Datix fields do not give the Trust enough information on the type of communication/ information issue – so in order to identify a theme each Datix/ complaint

needs to be opened separately. Equally at times it is difficult to identify which staff member/ team is involved in the incident/ complaint as the staff groups on Datix do not align to the ESR codes. By making these 2 changes to Datix the safety and experience teams will be able to classify themes and identify the clinical areas more readily, this will make it easier to support services in a timely way when issues arise. It was noted that a review of this kind was useful in supporting our understanding of complaint/ incident themes and that the report would be shared with the Chair of QISCom (Quality Improvement & Safety Committee), with the view that further thematic reviews would be shared in this forum.

Regular reports:

Key issues from the Trust wide Working Together Group: Highlights from each of the co-production leads reports were presented, it was noted that the Trust volunteers logged 503 hours of volunteering in quarter 1, and 3 new volunteer roles have been developed within Luton Adult services.

Key issues from the Workforce Diversity and Inclusion Group: It was noted that the new 6 high impact change model (identified within NHS England’s Equality, Diversity and Inclusion Implementation Plan) will be reviewed and then weaved into the current workplan. The Workforce Race Equality Standards (WRES) proposals/ actions were discussed and agreed for 2023-24, as were the Workforce Disability Equality Standard (WDES) proposal/ actions. It was highlighted that an update on the previously agreed ‘stretch’ targets was included in the report.

Governance:

Review of effectiveness: The Committee was provided with an overview of the pre-meeting development session. The actions following the discussion included.

- An annual conference/ exhibition of co-production work.
- A review of the workplan/ agenda.
- Refresh of the Cycle of Business.
- Change the name of the Committee to reflect the agenda.

Review of risks: Risk 3533 - Inability to deliver high quality care, has now been assigned to the Committee for review, it was therefore discussed at the meeting. The last update to the risk was entered on the 11th of August 2023 detailing the reasoning why scoring remains the same (at 12) and the measures in place to keep staff morale positive. It was noted that co-production activity is in the CQC high quality care risk (risk: 3530) as a mitigation. Risk 3533 will not be escalated to Board as the risk score sits at 12.

Escalation Points:

The Committee recommends the WRES/ WDES actions to the Board for approval.

Emerging Risks/Issues:

The Committee acknowledged the difficulties in implementing the Trusts ambition to have a diverse interview panel at all levels across the organisation.

Examples of Outstanding Practice or Innovation:

The number of volunteering hours logged for quarter 1, and the development of new volunteering roles in Luton Adults.

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Date:	1 st September 2023