



TRUST BOARD

Title: KEY ISSUES AND ESCALATION POINTS
Name of Committee: PEOPLE PARTICIPATION COMMITTEE
Committee Chair: Fazilet Hadi
Meeting Date: 1st December 2021

Summary of key messages:

The People Participation Committee (PPC) met under the interim governance arrangements put in place during the Covid19 pandemic.

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 of detail described within them.

Reports/ presentation:

Update from the PPI strategy session: Eight themes have been identified from the discussions at the half day workshop; these were presented in draft to the group. As a next step the co-production leads have taken these themes out to their communities, this is to understand whether our 'draft' direction meets the needs of the populations we serve. Feedback will be provided by the end of December/beginning of January. A further session with members of the community and our co-production leads will be held in the new year so that clear objectives for each of the themes can be formulated.

It was noted that some of the themes may run across two years, and some would be best placed in year 2 of the plan, so that initial groundwork around developing our involvement processes can be undertaken. It is hoped that a draft plan will come back to the Committee in quarter 4.

Ambulatory Services: highlighted the work which has been undertaken with our service users around the accessibility of iCaSH services, recommendations for changes have been identified and feedback made to the teams.

Luton Children's Service: the Committee noted the autism diagnostic observation schedule videos for young people and parents/carers (scripts co-produced by children, parents and carers) as a fantastic resource and that work has been commenced in relation to young people's transition experience within healthcare.

Bedfordshire Children's Service: highlighted the gender identity training for school nurses, which has been co-produced in partnership with a young transgender person and CAMHS. A 'top tips for professionals' video has also been produced following feedback from young people with SEND experience.

Bedfordshire and Luton Adults' Service: feedback was received that user contributions have supported the following recent projects; remote health monitoring, focus groups for people using the acquired brain injury service and managing patient expectations in community nursing.

Divisional Update and Focus Norfolk and Waveney and Cambridge and Peterborough Children's Service: In Norfolk and Waveney the teams are re-establishing links with schools to increase the uptake of the ChatHealth ambassador scheme, local community groups such as the scouts have been contacted to support the promotion of services available for young people. Teams have been finding accessible ways to communicate with the community and have looked at how IT can support with this requirement. Staff have been engaged in a number of events including focus groups (breastfeeding, self-weighing), a Covid vaccination and awareness session for traveler populations and Freshers' days.

In Cambridgeshire and Peterborough links are being developed across the geography by the new Co-production Lead with a focus on developing partnerships. Work has started on several projects; gaining feedback on the 2.5-year check process, obtaining patient feedback on the Single Point of Access service redesign and the creation of a 6th Form young people group at a local school to help with the development of an interactive self-care platform.

Volunteers: the discussion highlighted that face-to-face contact had been stood down due to the pandemic and that the volunteer lead is currently exploring with line managers whether they feel able to support their volunteers returning.

Trustwide Workforce Diversity and Inclusion Group: updates were received from the Cultural Diversity, LGBTQ+ and Long-Term Condition and Disability Groups. It was noted that the LGBTQ+ group had its first meeting with good attendance and positive discussion, and that the Long-Term Condition and Disability Group had chaired several meetings around menopause, that have been well received by staff.

Workforce Diversity and Inclusion: improvement actions from the 2021 staff survey have been implemented and an update on the offer for staff health and well-being was noted. The paper identified that the 2020/21 WDES objectives were all achieved in addition to the WRES objectives for the same period. The Committee noted the 'if your face fits' review of recruitment practice, and that the Trust was currently seeking three additional cultural ambassadors.

Risk Review:

- There are currently no risks that are rated above 12 that are linked to the PPC.

Escalation Points:

- A plan is in place to update and review the Patient and Public Participation Strategy for 2018-2021. Eight themes have been identified for 2022-2024, which are being socialized with our communities for feedback.

Emerging Risks/Issues:

None.

Examples of Outstanding Practice or Innovation:

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

- The first meeting of the LGBTQ+ network
- Staff engagement with the menopause information sessions/cafes
- Gender identity training for school nurses, which has been co-produced in partnership with a young transgender person and CAMHS.
- The creation of a 6th Form young people's group at one of the local schools to help with the development of an interactive self-care platform.

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Date:	30 th December 2021