

TRUST BOARD

Title:	KEY ISSUES AND ESCALATION POINTS
Name of Committee:	PEOPLE PARTICIPATION COMMITTEE
Committee Chair:	Fazilet Hadi
Meeting Date:	4th August 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:

Ambulatory services: highlighted the work being undertaken with our service users around the accessibility of iCaSH services, focussing on booking systems and processes and clinic availability.

Luton and Bedfordshire Children's Service: noted the collaborative work with Bedfordshire Children's Service in relation to the resource pack for young people with a neuro-diverse diagnosis. Over 40 young people and families are involved in the development of a pack which includes many different resources.

Norfolk Children's Service: identified the work undertaken to engage with families, who had been telling the service what they wanted to receive in terms of education, training and support. This has resulted in a programme of webinars. The first of which had over 60 families in attendance.

Divisional Update and Focus, Bedfordshire and Luton Adults: Kwaku Adjei presented 'Our People Participation Journey – Luton Adults 2020-21' which provided an overview of the highlights, enablers and challenges linked to patient participation. The presentation also provided a summary of the projects undertaken and next steps.

Accessible Information Standards: The Trust Board, at the May meeting, had asked for confirmation to be brought to the People Participation Committee on how the Trust was meeting the Accessible Information Standards. Each service had reflected on the key stages of the standards, and were able to demonstrate how they were meeting them. The PPC was assured that the Trust was meeting Accessible information Standards and had processes in place to ensure services were accessible.

Assurance around Accessible Information Standards – Policy: The policy had been reviewed and no major changes were made to the principles. The PPC approved the policy.

Equality Impact Assessment: The Trust's Impact Assessment Standard Operating Procedure recommended that if a Service or a member of staff carried out an Equality Impact Assessment and identified any areas where there would be a negative impact, they should complete a full Impact Assessment which should be brought to this committee for approval. Three had been submitted, two were approved, with one needing some further narrative prior to approval being provided.

Risk Review:

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

Escalation Points:

- A plan is in place to develop the Patient and Public Participation Strategy for 2022-2025. A workshop is planned with PPC members and co-production colleagues to evaluate progress and map next steps.

Emerging Risks/Issues:

None.

Examples of Outstanding Practice or Innovation:

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

- In the Ambulatory service the co-production lead has been working with iCaSH around a service re-design project linked to bookings and access.
- The Luton and Bedford Community Paediatric Services have continued working on the post diagnosis resource pack. This is a collaborative piece of work with over forty direct members of the group meeting with sub-group members to develop sections of the multi-media pack for parents and carers and children and young people with neuro-diversity.
- In Luton and Bedford Adults Services the Doccla pilot project began at the start of the year. Remote health monitoring describes the use of devices and wearable technologies to capture and monitor the vital signs of patients.
- In Norfolk pre-Covid19 a multi-agency work stream was set up; including Norfolk County Council (NCC) community development officers, Libraries, and Norfolk's Early Childhood and Family Service (ECFS). The aim was to review the current service offer regards health drop ins and baby self-weigh, in particular focusing on accessibility, use and outcomes.
- Noting the co-production leads are collectively currently communicating and engaging with over 500 contacts (people who use our services, carers and families) across the Trust geography.
- The PPC approved the Accessible Information Standards Policy.

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Date: 7th September 2021