

**Service User Network meeting**  
**Wednesday 29<sup>th</sup> March 2017**  
**12.30 – 16.30**

Friends House  
173-177 Euston Road  
London  
NW1 2BJ

**Minutes**

<p><b>Attendees:</b> Kim Rezel (KR) Brian Hodges (BH) Dave Brown (DB) Mike Dent (MD) Larry Gardiner (LG) + 1 Bren McInerney (BM) Christopher Hardy (CH) Adrian Hardy (ApH) Sarah Markham (SM) Margaret Hughes (MH) Ken Elliott (KE) Joan Lloyd (JLI) Carol Munt (CM) Francesco Palma (FP) Diana Robinson (DR) Ann Heaton (AH) Tosin Eniade (TE) <b>MINUTES</b></p>	<p><b>Apologies:</b> Jagadish Jha (JJ) Carole Stubbs (CS) Susan Hutchinson (SH) Manoj Mistry (MM) PS John Lynch (JL) Margaret Ogden (MO) Suzy Bourke (SB)</p>	<p><b>Guests:</b> Susan Latchem (SL) Alastair Henderson (AHe) Nicholas Holmes (NH) Kiran Bhangu (KB) Donna Boreham (DB) Nancy Turnbull (NT)</p>
<p><b>1. Lunch</b></p>		
<p><b>2. Welcome and introductions</b></p>	<p>BH welcomed everyone; Larry Gardiner joined the meeting as the new vice chair of SUN. Everyone gave short introductions to make him feel welcome.</p> <p>SL gave a presentation on the Declaration of Interests (DOI) policy and discussed with the group its importance. There was an opportunity for the group to ask questions at the end of the presentation. SUN members were given a form to complete and to hand back to TE at the end of the meeting. These forms will be saved in the appropriate HQIP folder and added to a DOI register for future</p>	

	<p>purposes. Further questions regarding Declaration of Interests can be emailed to Sue Latchem at: <a href="mailto:susan.latchem@hqip.org.uk">susan.latchem@hqip.org.uk</a></p> <p>SUN members asked for the DOI policy to be shared via email</p> <p><b>Action – TE to send</b></p>
<p><b>3. SUN Business</b></p> <ul style="list-style-type: none"> <li>➤ New Chair/Vice Chair</li> <li>➤ Terms of reference</li> </ul>	<p>The group thanked BH and DB for their hard work and commitment as chair and vice chair of SUN and passed their roles onto ApH as the new chair and LG as the new vice chair. Thanks were given to those who submitted their applications and the new chairs thanked everyone for voting.</p> <p>This was discussed at the meeting; KR wants the TOR to emphasise the roles of SUN members as a proactive advisory group with individual responsibility to participate. Some points were discussed at the meeting but it was agreed that members would send further comment to Kim by the 5<sup>th</sup> April.</p>
<p><b>4. Minutes of the last meeting</b></p> <ul style="list-style-type: none"> <li>➤ Accuracy</li> <li>➤ Matters arising</li> </ul>	<p>Ann Heaton to be added onto the previous minutes as attended. Page 3 and 4, where it says ‘FIG 1’ and ‘FIG 2’ needs to be written in full to say ‘FIGURE 1’ and ‘FIGURE 2’</p> <p>None that won’t be covered throughout the meeting.</p> <p>ApH commented that in future minutes of the last meeting will be moved as the second to last item on the agenda. This will ensure that we have enough time to go through the other agenda items.</p>

<p><b>5. Impact report and Board member attendance</b></p> <ul style="list-style-type: none"> <li>➤ Impact Analysis report project (Adrian Hardy)</li> <li>➤ Update from Board meeting (Alastair Henderson AHe)</li> <li>➤ How we can work together</li> </ul>	<p>The Impact Analysis report is now completed and published on the HQIP website. Thank you again to all those involved in putting this report together.</p> <p>AHe started off by giving a brief background about HQIP and notified the group that there is a very active board in place who are working together effectively.</p> <p>As a result of MH presenting at the AGM on the impact report and also other SUN members attending the AGM in October 2016, AHe spoke of the importance of creating two-way engagements between the board and SUN members. Changes implemented already include:</p> <ol style="list-style-type: none"> <li>1. Adding PPI as an agenda item at every board meeting</li> <li>2. The Chair or vice chair of SUN to attend the PPI part of the board meeting</li> <li>3. A member of the board to attend the SUN meeting to give an update once a year</li> </ol> <p>This lead to a discussion about patient representation on the Board. AHe acknowledged the importance of having input from a patient perspective and gave appreciation from himself and all board members for the Impact Analysis report the SUN members put together and the work that had been so clearly evidenced. DR questioned the once a year visit from a member of the board as we need to be kept updated more frequently. However, it was discussed that actually there will be two meetings per year where SUN and the Board will meet. SUN members agreed that the appropriate amount of progress is being made and are looking forward to the future. The position can be reviewed again in a year's time to see how well it is working.</p> <p>BM was pleased with the idea of the chair or vice chair being able to be present at the board meeting as we are able to see how effective that is. CM made a point that there needs to be a SUN member on the board as the NHS have a duty to ensure co-production and co-design with patients. AHe commented that the board has considered</p>
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	<p>this, although the board has more wide-ranging objectives than the SUN group. It is important to note that National Voices, whose aim is to encourage patient representatives' voices to be heard, is on the board. SL commented that there are patient representatives at the operational meetings such as the Falls, Fractures and Fragility tender meetings and KR pointed out that the PPI strategy was written in consultation with SUN.</p> <p>There is clear evidence of SUN members and patient representatives working together with HQIP, there just needs to be more proactive communication. DR commented that it is important for SUN members to be kept updated and maybe HQIP should implement a horizon scanning programme for potential opportunities. BM suggested that there should be a meeting with a board member, ApH, LG and KR to discuss things further.</p> <p><b>Action- KR, TE, ApH and LG to have a tele con meeting to discuss things further in the near future</b></p>
<p><b>6. Projects</b></p> <ul style="list-style-type: none"> <li>➤ National Clinical Audit Benchmarking tool for quality improvement – Nancy Turnbull</li> <li>➤ Venous thromboembolism (VTE) Feasibility study –Kiran Bhangu &amp; Donna Boreham</li> </ul>	<p>NT gave a presentation on this project. MH pleased to see this project happening. TE has sent out this presentation and has asked for <b>SUN members to feedback on how we can promote the use of this data to drive quality improvement in patient outcomes.</b> CM suggested the Academic Health Science Network which NT will keep for the future.</p> <p>KB and DB spoke to the group about this study. There was an open discussion. Various useful contributions from SUN were made towards this project as to what worked from a patient view and how best to identify an appropriate sample to study. KB and DB will take contributions on board.</p>
<p><b>7. Tea and coffee break</b></p>	
<p><b>8. SUN Business – continued</b></p> <ul style="list-style-type: none"> <li>➤ PPI in Commissioning</li> </ul>	<p>NH gave an update and a presentation on the progress with this project. SUN members involved in this project gave their feedback</p>

<p>project – BM/MH/KE and NH</p> <p>➤ Events and presentations</p>	<p>so far. MH who had attended her first Specification Development Meeting commented that it was interesting to see how different elements came together as well hearing comments from attendees. BM pointed out the opportunity to meet the Chair of the meeting would be great; the meeting itself was quite intense but there was a lot of knowledge to be given and gained at the meeting. KE criticised there was no verbal contribution from a lot of the attendees and suggested there should be a brief meeting before the meeting so that there is a common agreement; however overall, it was a good learning experience.</p> <p>Various comments were made by other SUN members. AH commented that the rheumatology meeting she attended was very useful and CM stated that it is important for SUN members' voices to be heard as they are considered as valuable at these meetings. It is vital that people know what is expected of them at these meetings so they are able to make suitable contributions. LG pointed out that papers for the meeting need to be in clear English and no use of acronyms. BM suggested that a teleconference would be useful for those who may not be able to attend face-to-face. SL commented in relation to BM and KE's comments regarding meeting the Chair. How do we prepare Chairs for interacting with SUN members? This will be a continuous feedback loop as improvement is a continuous process.</p> <p><b>Action - An update on the evaluation process will be given at the next meeting.</b></p> <p>ApH requested that SUN members should send any information relating to events, presentations and local updates that they are involved in, to sent to KR or TE a few weeks before the SUN meeting so everyone has a chance to read it so it can be discussed at the meeting.</p>
<p><b>9. AOB</b></p> <p>➤ HQIP Projects</p> <p>➤ SUN member information</p>	<p>MD has been voted as a co-chair for the Medical and surgical outcome review programme run by National Confidential Enquiry into Patient Outcome and Death (NCEPOD).</p> <p>Hard copies were given out at the meeting for completion. These forms are a way of gathering the interests and abilities of SUN members for our records. These will be saved on the HQIP hard</p>

<p>➤ Member updates</p>	<p>drive and not shared. TE to send around again. As above.</p>
<p><b>10. Date of next meeting</b></p>	<p><b>5<sup>th</sup> July 2017 at Friends House from 12.30 – 4.30pm</b></p>