

**Service User Network meeting**  
**Thursday 12<sup>th</sup> October 2017**  
**12.30 – 16.30**

Etc venues  
120 Moorgate  
Moorgate  
London  
EC2M 6UR  
**Minutes**

<p><b>Attendees:</b> Adrian Hardy (ApH) Larry Gardiner (LG) + 1 Bren McInerney (BM) Christopher Hardy (CH) Ken Elliott (KE) Carol Munt (CM) John Lynch (JL) Brian Hodges (BH) Sarah Markham (SM) Susan Latchem (SLat) Tosin Eniade (TE) <b>MINUTES</b></p>	<p><b>Apologies:</b> Manoj Mistry (MM) Jennifer Bostock (JB) Sylvia Bailey (SB) PS Margaret Ogden (MO) Mike Dent (MD) Francesco Palma (FP) Ann Heaton (AH) Diana Robinson (DR) Margaret Hughes (MH) Joan Lloyd (JLI)</p>	<p><b>Guests:</b> Sophie Lansdowne (SLan) Nicholas Holmes (NH) Angela King (AK)</p>
<p><b>1. Lunch</b></p>		
<p><b>2. Welcome</b></p>	<p>ApH welcomed everyone and introduced a potential new member joining the meeting, Angela King. HQIP's new Quality Improvement Programme Manager, SLa, also joined the meeting. Everyone gave short introductions about themselves to make them feel welcomed. BM suggested that newcomers should receive Declaration of Interest and Confidentiality forms before they attend the meeting to help completion. SL agreed with this approach and indicated that the Confidentiality Form required completion only once. AK was provided with relevant forms for completion.</p> <p>ApH mentioned that Dave Brown, the previous vice chair of SUN, has stepped down as a member of SUN due to other commitments. ApH</p>	

	<p>and LG will write a letter of appreciation to Dave to thank him for his service over the years and a thank you card has been sent to you.</p>
<p><b>3. HQIP Refresher</b></p>	<p>SL gave a presentation on ‘Service User Network: Engaging with HQIP and NCAPOP’ as it was seen as a helpful opportunity to remind SUN what HQIP do, how and why they do it. SL spoke on HQIP’s visions and values, the resources we produce, who our target audience are, the commissioning process and principles and the different levels that SUN members have the opportunity of getting involved in.</p> <p>SL commented that NHS England is re-procuring the NCAPOP (National Clinical Audit and Patient Outcomes Programme) as the current contract is coming to an end. They have indicated that there will be a reduction in funding of 35%. This is challenging as HQIP are unclear what they will be required to deliver as part of the budget available. HQIP are committed to writing and submitting a bid that demonstrates a high quality but affordable approach in line with our vision and values. The Invitation to Tender is due to go live on Monday 16<sup>th</sup> October and we have 30 calendar days to submit the bid. The contract will be awarded in January 2018.</p> <p><b>Action:</b> TE to circulate SL’s presentation to SUN members.</p>
<p><b>4. SUN Business</b></p> <ul style="list-style-type: none"> <li>➤ SUN in Commissioning exercise</li> </ul>	<p>There is a project currently underway led by HQIP in partnership with SUN exploring how members can be involved throughout the commissioning cycle for projects in the NCAPOP. Those involved in the SUN in Commissioning pilot project at HQIP, thought it would be a great learning experience to get the rest of the SUN members who are not involved in the project, to understand what is involved in the bid evaluation process. They were asked to participate in an exercise if they wished to. This involved replicating a review of a bid related to the National Emergency Laparotomy Audit (NELA). SUN members were invited to read the question relating to Patient and Public Involvement and the Bidder’s response and then award a score between 0-4 with comments explaining their rationale and the time it took them to score the question.</p> <p>NH delivered a presentation on the findings following participation</p>

<ul style="list-style-type: none"> <li>➤ Why co-design with services with patients</li> </ul>	<p>in this exercise. The average score awarded was 2 and it was felt that this was re-assuring as in reality the live -tender approach also scored a 2. The time ranged from 3 hours to 25 minutes. There were some general conclusions drawn from the exercise such as it would be important to set time aside for involvement in evaluation and previous involvement in tenders is helpful.</p> <p>CM gave a presentation on the importance of involving patients. SM added that patients bring a different tone to presentations because they engage the audience more effectively based on their real life experience. The group agreed with this.</p> <p>ApH thanked CM for her presentation</p> <p><b>Action:</b> TE to circulate CM’s presentation to SUN members</p>
<p><b>5. Tea and coffee break</b></p>	<p>SUN members were able to speak to SL during this time if they had any further questions regarding the presentation.</p>
<p><b>6. Projects and HQIP Business</b></p> <ul style="list-style-type: none"> <li>➤ E learning</li> <li>➤ Impact report – discussions on what impact we should measure</li> <li>➤ Impact report- what improvements have we seen since the last report</li> </ul>	<p>TE spoke to the group about updating the e learning tool kit on ‘Understanding clinical audit online learning for patients’ on the HQIP website. BH, LG, CH and AK agreed to be part of the user testing group to review and give comments for improvement if needed.</p> <p><b>Action:</b> TE to send a follow up email to the user testing group with instructions of how to participate.</p> <p>The group were asked their thoughts on what impact SUN can measure. One suggestion was that we can measure the impact of the SUN in the Commissioning pilot project which has had great feedback so far. Any further comments can be passed onto ApH and TE.</p> <p>The group were also asked about the improvements they have seen since the publication of the report. BM commented that the number of meetings we have had this year has contributed to what has been achieved. Everyone agreed that it has created a difference. SL encouraged SUN to subscribe to the HQIP e-bulletin as it provides</p>

	<p>information in between meeting gaps. Again, any further comments can be passed onto ApH and TE.</p> <p>ApH discussed the attendance of SUN members at SUN meetings over the year. He pointed out there are members who haven't been attending the last 3 meetings so it would be helpful to understand why. ApH suggested, if the group are were in agreement, that he would write a supportive email to those members who haven't been present to find out the reason for their absence and give 10 working days for a response. The group agreed with this approach.</p> <p>There was a discussion about expanding the SUN group and how SUN members can make themselves available. AK suggested that members of organisations that are networked into minority groups could be invited to attend meetings and/or be sent news/information and asked for feedback, so that SUN can become more inclusive. Currently, on the <a href="#">SUN page</a> on the HQIP website, ApH and LG's contact details are available for enquiries.</p> <p><b>ACTION;</b> If anyone would like to put their name as a representative for their locality, to let TE know.</p>
<p><b>7. AOB</b></p> <p>➤ What feedback to give at the AGM from SUN</p>	<p>ApH will be giving a presentation on the role of patients at the AGM. ApH will discuss feedback to give with the other 4 SUN members attending the AGM.</p> <p>A question was asked that what contributions can SUN give to help with decision making during the tender process. SL responded that once the tender document is in the public domain, she will liaise with the Chair and vice-chair.</p> <p>JL also asked for an update on the relationship between SUN and the HQIP Board. The agreement was that there will be two meetings per year: one where the SUN chair will attend the HQIP Board and one where the HQIP chair will attend the SUN meeting. It was agreed that the appropriate amount of progress is being made. We suggest that as ApH is attending the HQIP Board meeting in January 2018, the new chair of the HQIP Board, Dame Donna Kinnair, will attend the SUN meeting in the summer period.</p>

<ul style="list-style-type: none"> <li>➤ HQIP's NCAPOP Seminar</li> </ul>	<p>ApH was contacted by TE to nominate 2 SUN members to attend the HQIP Autumn NCAPOP seminar. It has been confirmed that SM will be attending the seminar on the 30<sup>th</sup> November 2017.</p> <p><b>ACTION: ApH to identify second SUN member to attend NCAPOP seminar</b></p>
<p><b>8. Minutes of the last meeting</b></p> <ul style="list-style-type: none"> <li>➤ Accuracy</li> <li>➤ Matters arising</li> </ul>	<p>BM pointed out a section that needed amended. An amended sentence will be sent to TE who will make the change. The group approved the minutes subject to this action</p> <p>None raised that weren't covered at the meeting.</p>
<p><b>9. Date of next meeting</b></p>	<p><b>7<sup>th</sup> March 2018 at Friends House from 12.30 – 4.30pm</b></p>