

**People's Board Notes**  
**17 January 2019, Hillside Bridge**

**Persons present:**

*Emma Stafford (Chair), Sam Samcuik, Victoria Simmons, Huma Malik (from 2pm), Abdul Ismail, Stella Hall, Sue Crowe, Karol Wyszynski, Mohammed Mahboob, Michael Frazer (until 2.30pm), Claire Weaver.*

**Apologies:** Adam Deacon, David Richardson, Max McLean, Rosema Nawaz

**In attendance:** *Jean Taylor*

**Sign in and expenses:** members were reminded to sign in and claim any expenses.

**1. Welcome:**

Emma welcomed the group and a full introduction of members was made. Pam Essler introduced herself as the new AWC lay member. Pam invited the People's Board members to consider how they would like the lay members to work effectively with the People's Board.

**2. Conflicts of Interest**

None declared.

**3. Minutes of previous meeting**

Minutes were approved. Mike was thanked for producing the last meeting blog. Sue raised that David requested updates for the website.

**Action Log: Sam confirmed he had emailed Polly Mason and Polly is to be scheduled at the People's Board meeting in March.**

**Action Log: Jean to print off Sam's email to Polly and post to Stella (who has no electronic access).**

**Action Log: Mike and Claire (as new members) to submit bios and headshots to Emma for onward submission to David Hargreaves at BTM.**

**Action Log: Jean to submit 2019 meeting dates and venues along with directions and car parking arrangements.**

**Action Log : new members of the People's Board to be added to the Whatsapp Group**

**4. NHS England IAF process for Patient & Community Engagement**

Victoria presented the CCG Improvement and Assessment Framework and asked the People's Board for their help in completing the NHS England Improvement and assessment framework to assess CCG process. (Link to the presentation previously circulated). Prior to splitting into 2 groups, Victoria advised that the Engagement Team are planning an event in March to invite all the groups to discuss what they do.

General suggestions were:

- Work more closely with the Patient Network.
- Incorporate Patient Champions
- Better ownership with the Foundation Trust, PPGs and GP Practices
- The People's Board produce an annual report to evidence progress and circulate wider.

The People's Board split into two groups:

Group 1 – to discuss Domains B and C (Jean took notes)

### **Annual Reporting – suggestions**

- Paper copies in GP Practices quarterly giving feedback and/or engagement opportunities
- Annual Report should be more diversity acceptable, in different formats and have an easy read executive summary
- Monthly/quarterly update on social media on public engagement activities and input required. Track previous comments and feedback.
- Use QR codes for audio/BSL

### **Day to Day Practices – suggestions**

- Better positioned notice boards in practices
- Explore more creative approaches to getting the messages across - short is best; improve social media profile; make use of #NHS; make it more appealing, add soundbites, pictures, graphic drawings
- Make links to other groups eg. Council, Volunteering Forums and highlight the presence there
- Involve CCGs in volunteer groups
- Reach out to Bradford Council volunteers to help recruit into public engagement groups
- Guide the public on how to get involved
- Respond to feedback

Group 2 – to discuss Domain D and E (Victoria took notes)

[Victoria to add]

Victoria to return to the People's Board with suggested submissions on feedback, evaluation and accessible information.

## **5. West Yorkshire Research & Development**

Paul Carder presented on Research & Development (presentations previously circulated) with an ask of the People's Board to help recruit more volunteers for research to improve services. Comments, as below:

- criteria for surveys has only been through a professional focus and should include a patient's eyes

Paul mentioned knowledge transfer and the fact that the research is shared and feedback

Practices can be research ready where practices volunteer for training and provide additional research. The practice shows this on their notice boards.

**Action log: Paul to provide a list of the 17 out of 79 practices that have signed up to be research ready.**

Engagement is with everyone within a practice; GPs etc. Research can be delivered by other people with a practice

There will be a study in February (Bradford only) regarding bio markers for prescriptions for ethnic and cultural backgrounds – Paul requested another slot at the next People's Board meeting to discuss. Emma to confirm

- The issue of conflicting research was raised and the fact that it doesn't help getting people involved in research

**Action log: Emma to confirm if it can added to the Agenda**

Paul asked the People's Board to help promote using the Research Design Service to assess anonymous data. Mahboob and Stella offered to help Research.

- An opioid audit and feedback report showed a six-fold increase of prescribing – using the GPs own data and provided advice on what to do. 25 people were interviewed via an expressions of interest, sent to each practice). Paul asked for help from the People's Board in accessing anonymised primary care
- The issue of not being able to guarantee research being sold on was raised and also how fake news is dealt with in the community

A patient needs to apply via a Research Design Service to establish if they are applicable for a research grant.

## **6. AOB.**

### **Wheelchair and Orthotics service at AWC**

Victoria asked the People's Board to consider the higher level of cost and needs of the wheelchair and orthotics service at Airedale. There is a need to do proportionate engagement and asked the People's Board to establish what queries it would raise.

**Action log: Add Wheelchair and Orthotics to next month's agenda.**

### **Development Day**

Emma asked for volunteers to help arrange a Development Day in February. Emma, Sam, Stella (not a Wednesday afternoon), Mahboob volunteered.

**Action log: Jean to establish a date, source a venue and invite Helen Hirst to present for an hour**

## **Blog**

Abdul to produce a blog of today's meeting. Rota system going forward

**Date of next meeting: 21<sup>st</sup> February at Scorex House, Room G7**