

**Actions of the meeting held on
Tuesday 11 May 2010, 10:00**

Yorkshire Cancer Network

St Gemma's Hospice, Moortown, Leeds, LS17 6QD

Present:

Mrs R Underwood	Bradford Cancer Support Centre
Ms T Hiley	Bradford Teaching Hospitals NHS Foundation Trust
Mrs J Garrud	Leeds Teaching Hospitals NHS Trust
Mr T Mansell	
Ms M Allinson	User Partnership Group
Ms J Barham	
Mrs P Brewis	
Mr R Brewis	
Mrs S Cooke	
Mr A Hall	
Miss A Kisluk	
Mr E McGowan	
Mrs J Archer (Chair)	York Hospitals NHS Foundation Trust
Mr P Mayor	
Mr M Ahmed	Yorkshire Cancer Network
Miss E Jehan	
Mrs P Kirk	
Mr C Sloane (Chair)	
Mrs J Toovey	

Apologies

Mrs C Allmark, Mr H Butcher, Mrs A Harwood, Ms M Jennings, Mrs S Keir, Ms H Lancaster, Mr A Rawson, Ms J Sharp, Mrs L Wood

1. Welcome & Introduction and Apologies			
Log No	Action	Lead(s)	Deadline
1	Colin Sloane welcomed the Group and introduced new members; Service Users Julie Barham and Annie Kisluk and new starters at the Network Penny Kirk, End of Life Care Programme Manager and Mukhtar Ahmed, Web Content Administrator To add new members to the Group.	E Jehan	25/05/2010
2. Action Log from the last meeting			
Log No	Action	Lead(s)	Deadline
2	The Action Log from the last meeting was agreed as an accurate record.	N/A	N/A

3. Chairship of the group			
Log No	Action	Lead(s)	Deadline
3	<p>Colin Sloane informed the Group that Jane Archer has now left the Network and is in post as Patient Information Manager for Cancer Services at York Hospital.</p> <p>As Colin and Jane have been in post as Co-Chairs for over 2 years the Group were asked to think about nominations for a new Chair.</p> <p>June Toovey suggested that as the Patient Information & Support Manager post at the Network will not be replaced; the Group is now in a period of transition and it is now the responsibility of the Group to oversee the development of patient information and implement the work plan, Colin Sloane and Jane Archer should remain as the Group Co-Chairs for at least another 6 months.</p> <p>The Group agreed for Colin and Jane to remain as Co-Chairs.</p> <p>Jane Archer suggested that any members of the Group (Service User or Health Care Professional) interested in the role of Chair could become the Group Vice Chair prior to undertaking the role of Chair. Members of the Group were informed that there is a high level of support from the Network available to anyone wanting to take on this role, as well as training.</p> <p>Group members interested in taking on the role of Vice Chair to contact Emma Jehan (emma.jehan@ycn.nhs.uk) or Colin Sloane (colin.sloane@ycn.nhs.uk).</p>	All	Ongoing
4. End of Life Care/Bereavement Pathway			
Log No	Action	Lead(s)	Deadline
4	<p>Penny Kirk introduced herself to the Group as the Network End of Life Programme Manager and gave a short presentation on the development of a Network wide piece of Bereavement information.</p> <p>The Group were asked to consider being involved in a small working group (meeting once or twice) to take this work forward.</p> <p>To arrange a meeting to take the Bereavement information forward in late June/early July and extend the August meeting.</p>	E Jehan	Ongoing
5	<p>Members of the Group not present at the meeting interested in this work to contact Emma Jehan.</p>	All	Ongoing
6	<p>Concerns were raised that there is already a high level of Bereavement information available from a variety of sources both locally and nationally.</p> <p>Penny Kirk informed the Group that along side the development of this patient information resource the Network will be developing a Service Level agreement for PCTs to use when buying Bereavement services, as well as a quality measure for services to act as a minimum standard for localities. The work will also involve linking with the Funeral Directors Association. There will also be an option to share the work across the SHA region.</p> <p>To update the Group at the next meeting.</p>	P Kirk	17/08/2010

5. Patient information Steering Group Work Plan and Network Strategy			
Log No	Action	Lead(s)	Deadline
7	<p>Colin Sloane advised the Group that several minor changes have been made to the Patient Information Steering Group Work Plan to reflect Jane Archer's departure from the Network and the subsequent increased responsibility of the Group.</p> <p>Jane Archer advised the Group that the majority of the Patient Information Pathways have been developed however the Group need to look at the review process and how best to link with the Patient Information Leads. Following discussion the Group agreed that each Cancer Information Centre would take responsibility for the annual review and update of a number of site specific Patient Information Pathways and will work with Group members and Patient Information Leads.</p> <p>The Group were informed that there is the possibility of 1 years Macmillan funding to take forward the implementation of the National Information Prescriptions.</p> <p>The Editorial Panel will continue to be managed by the Network with YCN funding identified for the development of new Patient Information Resources.</p> <p>June Toovey suggested that future meeting agenda's be based on the Work Plan in order for the Group to fully deliver the Plan.</p> <p>To circulate the Work Plan for comments.</p>	E Jehan	25/05/2010
8	To add Work Plan to the next meeting agenda.	E Jehan	25/05/2010
9	To base future meeting agenda's on the Work Plan.	E Jehan / C Sloane / J Archer	Ongoing
6. NCAT Update on National Information Prescriptions Pilot			
Log No	Action	Lead(s)	Deadline
10	<p>The Group were informed that a series of Information Prescription Kick Off Events will be taking places across the country through out June and July, the YCN Kick Off Event will take place on Tuesday 13th July, 10am-1pm at the Cedar Court Hotel Wakefield.</p> <p>To circulate Kick Off Event information to the Group.</p>	E Jehan	25/05/2010
7. Draft Generic Information Pathway			
Log No	Action	Lead(s)	Deadline
11	<p>Jane Archer informed the Group that several meetings have taken place to discuss and review the Generic Patient Information Pathway.</p> <p>It has been agreed to include more information on Relationships, End of Life and Bereavement.</p> <p>Once the Generic Pathway has been reviewed it will be used as a template for the Site Specific Patient Information Pathways.</p> <p>The Group discussed and agreed where to include new generic information resources such as Managing the Stress of Cancer booklet and the Holistic Needs Assessment resource.</p> <p>To include the Managing the Stress of Cancer Booklet and the Holistic Needs Assessment resource in the Generic Pathway.</p>	C Sloane	25/05/2010

8. Resources in development			
8.1 Ongoing YCN Info Production			
Log No	Action	Lead(s)	Deadline
12	<p>The Group were informed that there a number of Site Specific Patient Information Resources still in development; the Network are awaiting confirmation from Macmillan that funding is still available through the Patient Information & Support Manager fund.</p> <p>The Group were informed that the Managing the Stress of Cancer, Holistic Needs Assessment and Information on Free Prescriptions resources are all ready to go to Medical Illustrations.</p> <p>To update the Group at the next meeting.</p>	C Sloane	17/08/2010
13	To send final resources to Jane Garrud for development.	E Jehan	25/05/2010
14	<p>The Group discussed Trust requirements for the Managing the Stress of Cancer, Holistic Needs Assessment and Information on Free Prescriptions resources and who would be best to contact for these requirements (with Site Specific Information this information comes from the CNSs).</p> <p>It was agreed that these resources should also be made available in the Information Centres.</p> <p>To look into Trust requirements.</p>	C Sloane	Ongoing
15	The Group we're informed that Marion Allinson and Carole White have re-scripted the relaxation CD and are ready to record.	N/A	N/A
8.2 Editorial Panel future			
Log No	Action	Lead(s)	Deadline
16	The Group will be advised that the function of the Editorial Panel will not change, however it is likely that with out the Patient Information & Support Manager in post some resources will need to go through the Editorial Panel twice.	N/A	N/A
9. Cancer information and support website update			
Log No	Action	Lead(s)	Deadline
17	<p>Mukhtar Ahmed introduced himself to the Group as the new Web Content Administrator and gave a brief overview of the work he has done to date on the website.</p> <p>The Group raised concerns that some of the video's included are American; June Toovey suggested a small group of Service Users and Health Care Professionals could review the video content prior to the website launch.</p> <p>Expressions of interest were sought to form a small working group to look at the website in more detail; Jane Garrud, Jane Archer, Tony Hall, Ted McGowan and Robert and Pamela Brewis expressed an interest.</p> <p>All members of the Group were invited to make comments/suggestions as the website is being developed. The site is not yet live but can be viewed at: http://ycn.jamkit.com/Home and feedback can be given using the feedback button on the left hand side.</p> <p>To send the website link to the Group for comments via the feedback page or to mukhtar.ahmed@ycn.nhs.uk</p>	E Jehan	25/05/2010
18	To set up a meeting of the working group.	E Jehan	25/05/2010

10. Macmillan Quality Environment Mark for Robert Ogden Support Centre			
Log No	Action	Lead(s)	Deadline
19	<p>Tom Mansell informed the Group that the Robert Ogden Centre are in the initial stages of applying for the Macmillan Quality Environment Mark (MQEM), this is a gold standard for cancer environments.</p> <p>The award will focus on four elements: Design and Use of the space, The User's journey, The Service experience and the Users voice.</p> <p>The MQEM will give the Centre access to funding of up to £100,000 to bring the facilities on offer up to standard and will allow the Centre to benefit from an external company coming in to help assess the current facilities.</p> <p>The Centre is also in the process of carrying out a Service User consultation and would value any feedback.</p> <p>An Open Day has been planned for 2nd June.</p> <p>June Toovey suggested that using a mystery shopper may provide more valuable feedback.</p> <p>Colin Sloane offered his help in using the recently purchased SNAP software to design a mystery shopper questionnaire.</p> <p>To work with Tom Mansell to develop a mystery shopper questionnaire.</p>	C Sloane	Ongoing
11. Any Other Business			
Log No	Action	Lead(s)	Deadline
20	<p>Reva Underwood advised the Group that Calderdale are in the process of appointing an Information Manager.</p> <p>To update the Group at the next meeting.</p>	C Sloane	17/08/2010
21	<p>Paul Mayor informed the Group that a meeting will be taking place in the next few months to look at how to move forward with the Key Worker Card.</p> <p>To update the Group at the next meeting.</p>	P Mayor / C Sloane	17/08/2010

Date of Next Meeting(s)

Tuesday 17th August 2010 10:00am
 St Gemma's Hospice, Moortown, Leeds, LS17 6QD

Tuesday 16th November 2010 10:00am
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