

Actions of the meeting held on  
Wednesday 23 September 2009, 12:00

Yorkshire Cancer Network

St Gemma's Hospice

## Present:

Reva Underwood	Bradford Cancer Support Centre
Natalie Chester	Leeds Teaching Hospitals NHS Trust
Vicki James	
Helen Lancaster	Mid Yorkshire Hospitals NHS Trust
Francesca Pendino	
Peter Allen	User Partnership Group
Marion Allinson (Co-Chair)	
Pamela Brewis	
Robert Brewis	
Hugh Butcher (Co-Chair)	
Lesley Conti	
Moira Dailey	
Rodney Dailey	
Anthony Hall	
Edward McGowan	
Madge Parker	
Alan Rawson	
Jan Roberts	
Alan & Dorothy Smith	
Jill Stead	
Jane Archer	Yorkshire Cancer Network
Emma Jehan	
Colin Sloane	

## Apologies

Mitzi Blennerhassett, Sue Cooke, Sue Farr, Jane Garrud, Alison Harwood, Susan Keir, Josie Sharp, Sadie Smith, June Toovey, Pamela Whitaker

<b>1. Welcome, Introduction &amp; Apologies</b>			
Log No	Action	Lead(s)	Deadline
19	Marion Allinson welcomed the Group to the meeting and round table introductions were made.	N/A	N/A
<b>3. Action Log from the last meeting</b>			
Log No	Action	Lead(s)	Deadline
20	The action log from the last meeting was agreed as an accurate record.	N/A	N/A

<b>4. Matters arising</b>			
<b>4.1 Key Worker Card - update</b>			
Log No	Action	Lead(s)	Deadline
21	<p>Hugh Butcher updated the Group on the Key Worker Card that York have been piloting on behalf of the Network.</p> <p>The pilot has now finished, and Colin Sloane has developed an evaluation questionnaire, if the Card evaluates well it will be offered to all Trusts.</p> <p>Hugh Butcher informed the Group that the results of the questionnaire should be ready in time for the next meeting.</p> <p>Hugh Butcher and Colin Sloane to update the Group at the next meeting.</p>	H Butcher & C Sloane	26.01.2010
<b>4.2 Updated Work Plan</b>			
Log No	Action	Lead(s)	Deadline
22	Colin Sloane tabled the updated Work Plan, this was agreed by the Group.	N/A	N/A
<b>4.3 Connected programme steering group - update</b>			
Log No	Action	Lead(s)	Deadline
23	<p>Colin Sloane updated the Group on the Connected Patient Steering Group, following a call for 2 User representatives, Mitzi Blennerhassett has been successful in her application to the Group.</p> <p>The Group discussed the Connected programme (formerly known as the Advance Communications Skills Training course), and concerns were raised about Consultants and CNSs taking 3 consecutive days out of clinical practice.</p> <p>Colin Sloane agreed to feedback the Groups discussion to Mitzi Blennerhassett and to ask her to raise these concerns at the next steering group meeting.</p> <p>Colin Sloane to feedback the Groups discussion to Mitzi Blennerhassett.</p>	C Sloane	07.10.2009
24	<p>The Group discussed at what point in their training doctors and nurses receive communication skills training, Colin Sloane advised the Group that for all trainee doctors and nurses this is now a key part of their university training, however the Connected programme is mainly aimed at Consultants and CNSs that may not have been through any communication training.</p> <p>Jan Roberts advised the Group that the training information for doctors is available on the internet, and communication skills is a big part of this.</p> <p>Natalie Chester advised the Group that from a professional point of view, the communication skills training is valuable, both when in training and then through out your career as they way you communicate to patients changes with experience.</p> <p>Jan Roberts to send Emma Jehan the website link for circulation to the group.</p>	E Jehan	07.10.2009

<b>4. Matters arising</b>			
<b>4.4 Peer Review Training - update</b>			
Log No	Action	Lead(s)	Deadline
25	<p>Colin Sloane updated the Group on the Peer Review Training for Users Workshop which ran in July, out of those who attended 12 have become involved in Trust and Network Internal Validation panels, this is unique to the YCN as many other Networks have struggled to get Users involved. Colin reported that he is planning a meeting in late October for those Group members who have been involved in Peer Review to feedback, and there will be further training next year for those who want to become involved.</p> <p>Colin Sloane to arrange a meeting for members of the Group involved in Trust and Network level Peer Review Internal Validation panels.</p>	C Sloane	07.10.2009
26	<p>Marion Allinson invited members of the Group who have been involved in Peer Review panels to feedback:</p> <ul style="list-style-type: none"> <li>• Jan Roberts reported that she was involved in the Breast and Gynaecology Internal Validation panels at Calderdale &amp; Huddersfield and found the panel to be informal, the documentation was well put together and cross referenced and the panel were in support of patient contribution. Jan also reported that she will be meeting with Alison Harwood (Lead Nurse) and Rosemary Oldridge and Sue Farr who were also involved in the Calderdale &amp; Huddersfield panels to feedback, and have been invited to be involved in the next Peer Review cycle.</li> <li>• Peter Allen reported that he was involved in the Upper GI and Urology panels at Airedale, found the first panel to be a struggle but enjoyed both and found to be very useful.</li> <li>• Tony Hall reported that he was involved in the Breast and Lung panels (and will be involved in Upper GI) at Harrogate, found it to be an enjoyable process and felt welcomed by the panel.</li> <li>• Marion Allinson reported that she was involved in one of the panels at Airedale and found it to be interesting how it worked behind the scenes.</li> </ul>	N/A	N/A
27	<p>Colin Sloane informed the Group that there is still the opportunity for Users to be involved in Peer Review External Verifications; the external visiting programme (Marion Allinson and Pam Whitaker are signed up for this and Jan Roberts has expressed an interest), this process involves visiting Trusts in other Networks to externally verify their internal validations, training is available for this via the National Team.</p> <p>Any members of the Group who are interested in Peer Review External Verification (the external visiting programme) to contact Colin Sloane for further information.</p>	All	Ongoing
<b>5. Patient Experience Surveys update</b>			
Log No	Action	Lead(s)	Deadline
28	<p>Marion Allinson thanked Colin Sloane, on behalf of the Group, for all the hard work he has put in to the Patient Experience Surveys.</p>	N/A	N/A

<b>5. Patient Experience Surveys update</b>			
Log No	Action	Lead(s)	Deadline
29	<p>Colin Sloane gave the Group an update on the Surveys, the pilot has now finished and there has been an approximate response rate of 57%. Colin informed the Group that although concerns had been raised about the length of questionnaire A and B, only 3 respondents marked the survey as "too long".</p> <p>The results are positive for the care provided by the doctors and nurses but do highlight some potential gaps around patient information being offered.</p> <p>Colin alerted the Group that some care needed to be taken when looking at the results of the pilot as the method for distributing the questionnaires was not as robust as we would have liked. Future questionnaires will be distributed to a random selection of patients in order to get more robust feedback.</p> <p>Colin informed the Group that the next step is to look at rolling out the surveys across the Network, however due to the level of Network involvement in inputting and analysing the data this may not be possible. Colin has been in touch with a IT solutions company; SNAP who specialise in designing online questionnaires, this would allow the CNS to give the patient a web link to complete the survey online, where the patient does not have internet access the online survey can be printed and then scanned, this system allows for easy data collection and analysis.</p> <p>Colin Sloane to update the Group at the next meeting.</p>	C Sloane	26.01.2010
30	<p>► New Group Members</p> <p>Colin Sloane informed the Group that a high level of respondents (to the Survey) expressed an interest in learning more about the User Partnership Group, a New Members Event has been planned for October 12th and this invitation has been sent to the 85 respondents who wanted to know more about the Group.</p> <p>Colin invited members of the Group to attend to speak to possible new members about joining the Group.</p> <p>Any members of the Group who are interested in attending the event to confirm to Emma Jehan.</p>	All	07.10.2009
<b>6. Dates of future meetings</b>			
Log No	Action	Lead(s)	Deadline
31	<p>Colin Sloane informed the Group that the 2010 meetings have been arranged, all meeting will be taking place at St. Gemma's Hospice, 12-2pm (unless stated otherwise nearer the time):</p> <ul style="list-style-type: none"> <li>• Tuesday January 26th</li> <li>• Friday June 25th</li> <li>• Tuesday September 28th</li> </ul> <p>The UPG Away Day has been arranged and will be taking place at St. Gemma's Hospice, on Wednesday 31st March, 10am-4pm.</p> <p>The LINKS Event has been arranged at St. Gemma's Hospice for Wednesday 26th May 10am-4pm.</p> <p>Papers will be circulated prior to the meeting or event.</p> <p>Emma Jehan to circulate papers as appropriate.</p>	E Jehan	Ongoing

<b>7. Recruitment DVD - launch</b>			
Log No	Action	Lead(s)	Deadline
<b>32</b>	<p>The final version of the YCN UPG Recruitment DVD was shown, the Group agreed that this looks extremely professional and expressed their thanks to Marion Allinson, Roger Keech and the crew involved for their hard work.</p> <p>Colin Sloane informed the Group that the DVDs are now being distributed across the Network; Lead Nurses and each Trust CNS will receive a copy, along with the Chairs of the NSSG, Patient Information Centres, PCTs and Trust Chief Executives. The UPG Recruitment, Training and Support Group will then be meeting to look at wider dissemination.</p> <p>Colin Sloane to update the Group at the next meeting.</p>	C Sloane	26.01.2010
<b>8. Any Other Business</b>			
Log No	Action	Lead(s)	Deadline
<b>33</b>	<p>Jan Roberts informed the Group that the Calderdale &amp; Huddersfield locality Group is working on a leaflet on 2 week waits and urgent referrals, Jan agreed to contact Loraine Turner at Kirklees PCT for permission to share the leaflet with the Group.</p> <p>Jan Roberts to forward the leaflet to Jane Archer when available.</p>	J Roberts	Ongoing
<b>34</b>	<p>Jane Archer reported that following the latest regional Information Managers meeting, it has been agreed to develop a regional resource regarding 2 week waits and urgent referrals.</p> <p>Francesca Pendino informed the Group that Mid Yorkshire are also looking into this as social marketing with the PCTs.</p> <p>Jane Archer informed the Group that this is on the agenda for the next Patient Information meeting in November, and requested that members of the Group send her any examples they may have.</p> <p>Jane Archer to update the Group at the next meeting.</p>	J Archer	26.01.2010
<b>35</b>	<p>Members of the Group to send any examples of patient information on 2 week waits or urgent referrals to Jane Archer.</p>	All	30.10.2009
<b>36</b>	<p>► Permanent Record of Consultation</p> <p>The Group discussed how to reduce variability of how patients receive a permanent record of their consultation and how they are offered this.</p> <p>Madge Parker reported that this was discussed at the Gynaecology NSSG in September, and she was asked to approach her local support group to see how they feel about receiving a letter.</p> <p>Hugh Butcher suggested the Group develop a paper to take to the Network Board highlighting the Groups concerns in the variability and quality of practice in terms of patients being offered a record of their consultation and how they receive this, and offering guidance on how the Group think this should be managed, this could be developed as a set of guidelines.</p> <p>The Group agreed for the Information Sub Group to take this work forward.</p> <p>Colin Sloane to add to the agenda of the next YCN UPG Information Sub Group meeting.</p>	C Sloane	07.10.2009

<b>8. Any Other Business</b>			
Log No	Action	Lead(s)	Deadline
37	<p>► Survey Response Rates</p> <p>Tony Hall informed the Group that following his attendance at the Harrogate Breast Peer Review Internal Validation it was reported that the team sent out 102 patient experience surveys and had 100 returned, it was suggested that Colin Sloane should contact Harrogate to look at how they got such a high response rate.</p> <p>Colin Sloane to contact Harrogate.</p>	C Sloane	07.10.2009

**Date of Next Meeting(s)**

Tuesday 26th January 2010 12:00pm  
St Gemma's Hospice

Wednesday 31st March 2010 9:30am  
St Gemma's Hospice [Away Day]

Wednesday 26th May 2010 9:30am  
St Gemma's Hospice [Links Event]

Friday 25th June 2010 12:30pm  
St Gemma's Hospice

Tuesday 28th September 2010 12:00pm  
St Gemma's Hospice