

WORKING TOGETHER ADVISORY COMMITTEE

SUMMARY REPORT

DATE OF MEETING: 10 January 2024

**COMMITTEE
GOVERNANCE**

Committee Chair: **Jan Marriott, Non-Executive Director**

KEY POINTS TO DRAW TO THE BOARD'S ATTENTION

QUALITY IMPROVEMENT (QI) UPDATE

Tanya Stacey provided an update on Quality Improvement across the Trust. This covered work on Big I, Little I coaching and development of the gold training programme. Areas of further development were outlined which included looking at how we measure what value patients and carers add to quality improvement projects.

It was **CONFIRMED** that voluntary sector colleagues can undertake the bronze/silver training programme and it was suggested that connections are made with Adult Education at the Gloucestershire County Council to reach a wider audience.

A question was asked as to whether the QI framework will be adopted across the system. It was **NOTED** that the QI partnership work which sits across the system is predominantly health focussed, however, the Trust does work closely with Gloucestershire Hospitals NHSFT in developing this area of work, and increasingly council colleagues are involved in QI projects such as the Working as One programme which has a strong QI approach around urgent care.

PEER SUPPORT WORKERS UPDATE

Pippa Mileham provided an overview of work carried out by Peer Support Workers (PSWs) and Lived Experience Practitioners and how PSWs are embedded within services across the Trust. It was **NOTED** that the funding for the Lead PSW role was due to end on 31st March 2024.

The Trust has recognised the need to develop a clear strategy and plan to give clear direction to our approach around Peer Support Worker roles. Operational colleagues also need to be involved in embedding these roles within services, along with understanding how these roles are aligned to our People Strategy as a key aspect of diversifying our workforce. There is also a clear role for the Great Place to Work Committee in understanding the impact of these roles alongside the quality focus that comes from the Quality Committee.

A deep dive into the Experts by Experience Policy to recognise the wide range of colleagues who support us with involvement, would be carried out during 2024.

It was **NOTED** that Pippa had attended and presented at the September Trust Board meeting and it had been **AGREED** that there was a need to revisit the strategy, create a



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framework and take the development forward. It was **AGREED** that this would be raised as a matter arising at the next Trust Board meeting at the end of January to ensure clarity over taking these actions forward. A referral to the GPTW Committee would also be made, asking that this Committee **CONSIDER** the PSW framework.

DIGITAL UPDATE

Lee Charlton, Associate Director of Digital Services was in attendance to provide a summary on progress with the ICS Patient Health Record Strategy and its next steps.

It was **NOTED** that to use the NHS app functionality, users needed a mobile phone number to be able to access the full set of information even through the website version, which effectively discriminated against those people who do not have a mobile phone and widens the inequalities gap. Lee Charlton agreed to feed this back to NHS Digital.

Discussions about how secure personal information was within the NHS app took place, and the Committee **NOTED** that the technical structure was in place to ensure that data is secure within the app.

PATIENT AND CARER RACE EQUALITY FRAMEWORK (PCREF)

The Committee welcomed Derek Hammond, Deputy COO who presented an overview on PCREF. The framework aims to reduce disparities for racialised communities in contact with mental health services and to drive improvement through leadership and governance and further develop strategies to reduce health inequalities across the board. GHC is an early adopter but it is anticipated all mental health providers have to work with the framework as a statutory duty. National organisational competencies have been drawn out which will support trusts to measure themselves against.

There is a need for more accurate data recording so that the Trust's performance can be measured. It was **NOTED** that cultural training is now a trust wide offer however, only 46 colleagues have completed the training so further awareness raising would be beneficial.

It was **NOTED** that this is an important piece of work for the Trust, as a strategic priority is to tackle inequalities. This would be discussed with Executive colleagues to understand how we support the programme to gain momentum across the Trust. It was **NOTED** that the MHLS Committee would **RECEIVE** a detailed update at their next meeting 24th January 2024.

ACTIONS REQUIRED BY THE BOARD

The Board is asked to:

- **NOTE** the contents of the summary.
- **DISCUSS** the direction of travel and agree the next steps required in relation to Peer Support workers.

DATE OF NEXT MEETING: 10 April 2024