



JOINT CCG PATIENT CONGRESS
Summary of meeting on Tuesday 16th August 2016

Welcome and Introductions

- Members of North Staffordshire and Stoke-on-Trent CCG's Quality Team facilitated information stands that provided congress members with the opportunity to find out more about the Care Quality Commission (CQC) Quality Standards, Safeguarding Children and Vulnerable Adults, DATIX Monitoring and Complaints and PALS
- Margy Woodhead, Lay Member for PPI Stoke-on-Trent CCG and Peter Dartford, Lay Member for PPI North Staffordshire CCG introduced members to the third Joint CCG Patient Congress meeting and advised that the main focus of the meeting will be around understanding the work of the North Staffordshire and Stoke-on-Trent CCG's Joint Quality Team and for congress members to engage on the development of the North Staffordshire and Stoke-on-Trent CCG's Quality Strategy.

North Staffordshire and Stoke-on-Trent CCG's Quality Strategy

- Tracey Shewan, Interim Director for Nursing and Quality North Staffordshire and Stoke-on-Trent CCGs advised that quality is at the centre of everything that the CCGs do. The Joint CCG Quality Strategy must be robust. The Quality Team are currently developing a Joint CCG Quality Strategy with a focus of looking at lessons learned from previous years. The Quality Team valued patient insight and would therefore like the joint strategy to be coproduced with input from North Staffordshire and Stoke-on-Trent CCG's Patient Congresses. The Quality Team suggested that the joint strategy might lead with a patient story.
- Members heard that the joint strategy will be a public facing document that will need to be understood at all levels and will be available on both CCG websites once finalised. The joint strategy will cross-reference and interlink with other strategies following completion and will specify positive outcomes.
- Members were invited to work in groups and consider the following key questions:-
 - 1) What are congress members thoughts around the tone / language of the joint strategy?
 - 2) What are congress members thoughts around the three goals / aims?
 - 3) What do congress members feel is missing from the joint strategy?
 - 4) What do congress members think needs to be removed from the joint strategy?
- Discussion took place around the great opportunity for volunteers to have inclusion and provide feedback at the earliest stage in the production of the joint strategy; it will be interesting to see in the future if the joint strategy has delivered what it has set out to deliver; the need to acknowledge that public aspirations and expectations may change in the future; the Task and Finish Group would look at the production and insertion of the patient story; the need for congress members to see the revised / finished joint strategy.
- Members heard that there is an opportunity to become involved in the Joint Quality Strategy Task and Finish Group. This will focus on the editing of the joint strategy and will meet in September 2016, ahead of the joint strategy presentation to the October 2016 Joint Quality Committee for sign off, prior to reporting to the November 2016 Governing Board for approval.