

KPI Patient Experience Subgroup Minutes

29th May 2018 in NIPEC

In attendance:

Teleconference

Tanya McCance (UJ & Chair) (TMcC) Naomi Baldwin (NHSCT)
Bernadette Gribben (NIPEC) (BG)
Christine Armstrong (SET)
Gary Cousins (FSHC)
Liz Campbell (SET)
Briege Quinn (BQ)
Rodney Morton

Apologies:

Not represented

Mary McElroy
Vi Gray (WHSCT)

BHSCT

The following approach was developed:

Action

Responsible

1. Following detailed discussions, amendments were suggested to the original proposal to reflect the needs of Mental Health Services.
BG to update paper, share with BQ and TMcC before sharing with the wider group

BG , BQ &
TMcC

Specific issues which still need to be addressed included:

- Wi-Fi access within Trusts
 - Support will need to be secured from Ex DoN and IT Directors in each Trust
 - Dongles may be a solution, however there is a cost to be considered
- The **iMPAKT App** is currently under development- it was suggested that to ensure that consent is explicit before commencing with the survey, the first page of the survey could have
 - a) an information sheet which highlighted how privacy is protected

- b) ability to 'click to confirm consent'
- c) clear guidance as to the ability to withdraw at any time and that the data would be deleted

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| 2. Liaise with UU Computer Science to address issues re consent | TMcC |
| 3. Paper to be presented to the Delivering Excellence and Recovery Service meeting (DERS) on 26 th June 2018. | BQ and TMcC |
| TMcC to attend to provide background along with Liz Mcloughlin | |
| 4. Update the Professional Advisory Group on September 19 th 2018 | TMcC and BG |