



Mid Essex Cancer Services User Group Minutes

21 January 2016, Corporate Office Meeting Room, 10.00-11.30

Attendance:

Robert Lee-Bird	Paul Foulger
John Lancaster	Nancy Oliver
John Hunt	Barbara Edwards
Wendy Bailey	Clive King
Cathy Geddes	Matt Riddleston
Lynn Thomas	Mr Simon Smith
Robert Harness	Ian Lucking
Mags Farley	Graham Hart (GH)
Danielle Latham (minutes pt2)	Lauren Hider (minutes)
Ian Lucking (part-time)	

Apologies:

Karen Hull	James West
Natalie Butt	Phil Clarke
Lyn Hinton	

	Notes of Meeting	Lead
1.	Minutes from Previous Meeting 27 November 2015 The minutes from the previous meeting were agreed. *	ALL
2.	New Appointments The new appointments for MECSUG were confirmed as follows; <ol style="list-style-type: none"> 1. John Lancaster has stepped up as chair in the interim. 2. Lauren Hider has taken role of MECSUG Secretary and will provide admin support to the group, including cover when she is absent. 3. It was agreed that a vice chair would be needed for the group, which will be discussed and decided at a later date. 	
3.	Terms of Reference The following points were discussed in relation to the Terms of Reference; <ol style="list-style-type: none"> 1. It was noted that the group were present to help provide and create improvements for the service and not a forum for complaints. 2. The group recognised that there has already been a lot of progress within the Trust especially in re-forming the Cancer Services Management Board, which the MECSUG Chairman attends.. 	

	<ol style="list-style-type: none"> 3. This group would act as a voice for * support groups in pushing ideas forward and assisting with improving services. 4. It was noted that one of the projects the users could be involved in would be the work around the new urology centre, in which a meeting would be held later on in the month. 5. It was noted that the patient survey has progressed through the assistance of Helen Clarke, Head of Governance, and was a project which the users could contribute to. 6. It was agreed that Victoria Parker (new Director of Patient Experience and Communications), John Lancaster and Ian Lucking would work together to progress recruiting to and promoting the user group to a wider audience. 7. It was noted that the Oesophageal group was aware of MECSUG and wanted to be involved and that the CEO had been invited to their support group meeting. 8. It was agreed that the user group would meet on a monthly basis so that pressure can remain on the Trust to progress work and report back to the user group for input. 9. It was agreed that the Group would meet on the last Thursday of the month at 10.00-11.30. Venue will be confirmed by Lauren Hider. 10. The Terms of Reference were agreed. 	
<p>4.</p>	<p>MECSUG Going Forward</p> <p>Patient User Survey</p> <ol style="list-style-type: none"> 1. John Lancaster met with Helen Clarke who has agreed the survey subject to small changes. John Lancaster to complete 7 page proposal form. Patient Survey to go on the Trust website and circulate to group. 2. It was discussed what would be the best method and timeframe for distribution given the national patient survey has just been circulated and results are being returned and analysed at present. It was agreed that a second cohort of patients should be contacted with the patient survey from the end of 2015 to beginning of 2016 in the summer via post, which the patient experience team will assist with. It was also noted that the patient survey could go online. A small subgroup to be formed to gather results, analyse and formulate report which will go to the user group and cancer services management board. 3. It was noted there are still on-going issues with patients receiving multiple automated phone call surveys regarding their OPA experience. It was noted that Lynne Thomas and her team were aware of the issues and were working with Communications to rectify the situation. 4. It was noted that going forward there should be annual surveys which include the 6 monthly national survey and patient user survey. 5. It was requested by the group that the results of the radiotherapy travel survey be circulated, which was noted to be on the user website. <p>Travel Survey (Radiotherapy)</p> <ol style="list-style-type: none"> 1. It was noted that the user group has carried out a travel survey in regards to radiotherapy users at Colchester Hospital. 2. It was noted that some of the users were not aware of the outcome of this survey or what progress had been made. 3. The group were informed that the survey results were available on the 	

	<p>MECSUG website and had been for some time.</p> <ol style="list-style-type: none"> 4. It was noted that the results of this survey were sent to senior management and executive and the recommendations need to be considered. It was suggested that work could be done to allow cancer patients to use the emergency access road at Colchester which would allow them easier access to the site. This would be less stressful and more time efficient to arriving at their appointments. 5. It was noted that the travel for their radiotherapy could take some hours which was not comfortable for patients, especially those who were to arrive at their appointment without emptying their bladder. 6. It was agreed that the operational team would link with Colchester to see what provisions could be made for cancer patients to relieve some of the stresses for travel such as using the emergency access .* 7. It was queried what communication was being given to patients regarding their expectations of travel for their treatments. It was noted that patients are forewarned but it does not help when patients already leave with plenty of time and have to prep for their treatment such as not emptying the bladder. 8. Letter to be written to ECC – and also work with Healthwatch to take up the access road issue. 	
<p>5.</p>	<p>Poster and Website</p> <ol style="list-style-type: none"> 1. Ian Lucking circulated a draft poster for MECSUG to be distributed around the hospital. This was agreed with small changes. 2. MEHT and MECSUG website to be re-vamped. Lauren and Graham meeting to work on the website to help inform and update to try and attract a younger audience. Lynn Thomas suggested that Ian also attend these meetings. 3. Current poster shown to MECSUG group, all ideas and opinion to be given at the next meeting. 4. Information will be signposted from the MEHT website. 5. Suggested that the poster was also sent to GP surgeries and out in the community. The cost will need to be considered. 	
<p>6.</p>	<p>AOB</p> <ol style="list-style-type: none"> 1. Work Programme is to be added to next agenda for all to discuss and contribute ideas. 2. Matt Riddleston mentioned Sat March 5th there is a Cancer Health and Wellbeing day in the MAU from 10am till 4pm 3. Simon Smith suggests having 'Local Radiotherapy' as a standing agenda item as a lot is happening and changing. 4. Also suggested that 'Local and National updates should be a standing agenda item 	
<p>7..</p>	<p>Next Meeting Date: Thursday, 25th February 2016 Time: 10.300-12.00 Venue: Training Room, MAU, Broomfield Hospital</p>	