

Date and Time: 1st March 2011, 10:00 – 16:30

Minutes: Confirmed

Guideline Development Group Meeting 2 Patient Experience

Place: Royal College of Anaesthetists, Churchill House, 35 Red Lion Square, London WC1R 4SG

- Present:**
- Sophie Staniszewska (GDG Chair), Senior Research Fellow, Patient Evaluation, Experiences and Involvement, RCN Research Institute, School of Health and Social Studies, University of Warwick
 - Eloise Carr, Deputy Dean Research & Enterprise, HSC, Bournemouth University
 - Jo Adams, Senior Lecturer, Professional Lead for Occupational Therapy, Faculty of Health Sciences, University of Southampton
 - Melanie Gager, Follow Up Sister, Critical Care, Royal Berkshire NHS Foundation Trust
 - Annette Gibb, Nurse Consultant in Pain Management, Royal Berkshire NHS Trust
 - Amanda Smith, Powys (teaching) Health Board, Executive Director of Therapies and Health Sciences
 - Richard Thomson, Professor of Epidemiology and Public Health, Institute of Health and Society
 - Chandi Vellodi, Consultant Physician in Acute Medicine and Medicine for the Elderly, Barnet and Chase Farm Hospitals NHS Trust
 - Miranda Dodwell, Patient member
 - Christianne Forrest, Patient member
 - Poonam Jain, Patient member
 - David Martin, Patient member
 - Tom McLoughlin-Yip, Patient member
 - Alan Nye, Principal General Practice, Associate Medical Director NHS Direct, and Director of Pennine MSK Partnership Ltd
 - Suzannah Power, Patient member
 - Joanna Ashe. Senior Information Scientist, NCGC
 - Liz Avital, Guideline Manager, NCGC
 - Ian Bullock, Chief Operating Officer , NCGC
 - Kate Lovibond, Senior Health Economist, NCGC
 - Norma O'Flynn, Clinical Director, NCGC
 - Katrina Sparrow, Senior Research Fellow, NCGC

In attendance:

NICE Staff:		
Rachel Ryle	NICE Commissioning Manager	

Observers:

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Notes

1. **Welcome, apologies for absence and declarations of interest**
The Chair, Sophie Staniszewska, welcomed the group to the second meeting of this GDG. Apologies were received from Barrie White (Neurosurgeon, Nottingham University Hospital), Taryn Krause (Senior Project Manager and Research Fellow, NCGC) and Silvia Rabar (Senior Project Manager and Research Fellow, NCGC). The Chair asked all GDG members to declare any relevant conflicts of interest. All declared that they knew of no personal specific, personal non-specific, non-personal specific or non-personal non-specific interest in the development of this guideline.
2. **Matters arising from GDG meeting 1**
The minutes were agreed to be a true and accurate record of the meeting.
3. **Health economics presentation**
The Chair introduced the NCGC Senior Health Economist, Kate Lovibond, who gave a presentation on health economics. The GDG then discussed the topic presented in relation to this guideline. The Chair thanked Kate Lovibond for her presentation.
4. **Review of the framework**
The GDG discussed the frameworks of Patient Experience and the important themes that are present across frameworks were discussed. The GDG considered which themes should guide the Patient Experience Quality Standard.
5. **Draft key clinical questions**
The Chair presented the draft key clinical questions and GDG then discussed the questions in relation to this guideline. Revised key clinical questions were agreed.
6. **Process of writing recommendations and quality standards**
The Chair introduced the NCGC Clinical Director, Norma O'Flynn, who gave a presentation on the process of writing recommendations and quality standards . The Chair thanked Norma O'Flynn for her presentation.
7. **Communication and information**
The Chair introduced the NCGC Senior Research Fellow, Katrina Sparrow, who gave a presentation on existing recommendations from published NICE guidance on communication and information. The GDG then discussed the recommendations presented in relation to this guideline and new recommendations were developed. The Chair thanked Katrina Sparrow for her presentation.
8. **Any other business and meeting close**
There was no other business to discuss. The Chair closed the meeting and thanked everybody for attending.

Date, time and venue of the next meetings: 2nd March 2011, 10:00-16:30, at the Royal College of Anaesthetists, Churchill House, 35 Red Lion Square, London WC1R 4SG