

Date and Time: 5th April 2011, 10:00 – 16:30

Minutes: Confirmed

Guideline Development Group Meeting 4 Patient Experience

Place: Linacre Room, Royal College of Physicians, 11 St Andrew's Place, London NW1 4LE

- 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
 - Amanda Smith, Powys (teaching) Health Board, Executive Director of Therapies and Health Sciences
 - Richard Thomson, Professor of Epidemiology and Public Health, Newcastle University
 - Chandi Vellodi, Consultant Physician in Acute Medicine and Medicine for the Elderly, Barnet and Chase Farm Hospitals NHS Trust
 - Barrie White, Neurosurgeon, Nottingham University Hospital
 - 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
 - Taryn Krause, Senior Project Manager and Research Fellow, NCGC
 - Kate Lovibond, Senior Health Economist, NCGC
 - Norma O'Flynn, Clinical Director, NCGC
 - Silvia Rabar, Senior Project Manager and Research Fellow, NCGC

In attendance:

NICE Staff: Rachel Ryle Craig Grime Lyn Knott	NICE Commissioning Manager Quality Standards Analyst Senior Medical Editor	
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Observers:

Katie Jones	Project Manager, NCGC	
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Notes

1. **Welcome, apologies for absence and declarations of interest**
The Chair, Sophie Staniszewska, welcomed the group to the fourth meeting of this GDG. Apologies were received from Annette Gibb (Nurse Consultant in Pain Management, Royal Berkshire NHS Trust). 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 meetings 2 and 3**
The minutes were agreed to be a true and accurate record of the meetings.
3. **Cost saving examples**
The Chair introduced the NCGC Senior Health Economist, Kate Lovibond, who gave a presentation on cost saving examples. The Chair thanked Kate Lovibond for her presentation.
4. **Review protocols**
The Chair introduced the NCGC Senior Health Economist, Kate Lovibond, and the NCGC Senior Project Manager and Research Fellow, Taryn Krause, who gave a presentation on the review protocols for Continuity of care, Risk communication and Patient education. The GDG discussed and agreed the presented protocols. The Chair thanked Kate Lovibond and Taryn Krause for their presentation.
5. **Agreement of themes for recommendations and quality standards**
The GDG discussed and agreed the main themes for the Patient Experience Quality Standard.
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. **Decision Aids**
The Chair introduced the NCGC Senior Project Manager and Research Fellow, Taryn Krause, and Richard Thomson, Professor of Epidemiology and Public Health, Institute of Health and Society, who gave a presentation on the evidence review on Decision aids. The GDG then discussed the evidence presented in relation to this guideline and developed recommendations. The Chair thanked Taryn Krause and Richard Thomson for their 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: 12th May 2011, 10:00-16:30, at the Royal Institute of British Architects (RIBA), 66 Portland Place, London W1B 1AD