

**Notes of the Council of Members held on
Wednesday 28 November 2018 in
Room 2, Cannock Chase Hospital**

Present

Yasmine Booth (YB)
Jenny Southan (JS)
Judith Davis (JD)
John Homer (JH)
Carole Johnstone (CJ)
Andy Finch (AF)

Role

Equality, Diversity, Inclusion and Engagement Officer (Chair)
Note Taker
Deputy Head of Patient Experience
COM Member
COM Member
COM Member

Also in Attendance

Dawn Rowley (DR)
Karen Bowley (KB)

Role

Safeguarding Adult Lead
Matron Rehab and Ambulatory

Apologies

Alison Dowling (AD)
Eleanor Morris (EM)
Geeta Patel (GP)
Bhajan Singh-Devs (BSD)
Vivienne Watson-Douglas (VWD)
Michael Hough (MH)
Dianne Vukmirovic (DV)
Hazel Remmett-Booth (HRB)
Julie Plant (JP)

Role

Head of Patient Experience and Public Involvement
Lead for Volunteering, Engagement and Patient Experience
Equality, Diversity, Inclusion and Engagement Officer
COM Member
COM Member
COM Member
COM Member
Matron for Antenatal and Postnatal Services
Senior Matron – Children's Services Directorate

ITEM NO	NOTES	ACTION
1.	<p><u>Welcome and Introduction</u></p> <p>Introductions were made. The Chair thanked everyone for attending.</p>	
2.	<p><u>Apologies</u></p> <p>Apologies received as on Page 1.</p>	
3.	<p><u>Safeguarding and Domestic Violence</u></p> <p>DR gave an insight into general safeguarding and in particular domestic violence matters. DR explained that her team also work closely with the Specialist Nurse Learning Disabilities and advised that they will be recruiting to the LD team in the near future.</p> <p>DR advised that her team predominately offer a support and advice service to staff with all aspects of safeguarding, consent, capacity to make decisions. Training and advice is also given to wards to support if needed on the identification and support for victims of other hidden crimes such as female genital mutilation and child exploitation.</p> <p>Visits are made to the Emergency Department (ED) on a daily basis to pick up on any Safeguarding issues. Patients are supported through process if they wish to obtain help. For example, help with contacting the Police and signposting to agencies such as The Haven. DR advised that there are safeguarding champions in all areas, especially in the ED. RWT safeguarding work in collaboration with a number of different partner agencies across the borough to help support vulnerable people.</p> <p>There are weekly MARAC meetings held where high risk domestic abuse victims are discussed. Various agencies attend to identify any support that can be offered to help these victims, the group includes members from partner agencies such as housing, mental health, Police, Health Visitors and Domestic Violence support Workers.</p> <p>DR advised of a current initiative within the borough called the Perpetrators Programme that has recently been implemented in Wolverhampton (information can be found on Wolverhampton safeguarding website). It is a 30 week programme. The programme aims to break cycles of abuse and help the perpetrators to develop a more positive view of women.</p> <p>Safeguarding are involved in an event called the Orange Wolverhampton Campaign which is to raise awareness of Domestic abuse against women, there will be a stall outside</p>	DR/YB

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4.	<p>the ED on 10.12.2018. DR to send information for YB to circulate to interested Members.</p> <p>The department will be raising awareness of the issues of violence against women and girls, will have a variety of leaflets and information in order to signpost people to appropriate services. Members can look on the local Wolverhampton safeguarding board website to find out which partner agencies may be participating at other venues.</p>	
5.	<p><u>Notes of Previous Meeting</u></p> <p>Were agreed as a true and accurate record.</p>	
6.	<p><u>Matters Arising</u></p> <p>There were no matters arising.</p>	
7.	<p><u>Members Updates</u></p> <p>JH, was unable to attend the last meeting of the Equality, Diversity and Inclusion steering group. JH advised he has not had minutes from the meeting.</p> <p>CJ and BSD attended Manor Road, it was a worthwhile visit resulting in lots of interest in the COM.</p> <p>CJ is taking on a new role on C22, CJ will be helping with the 'About Me' form, Friends and Family Test and patient feedback. CJ stated there has been some reluctance from new staff members with regards to her taking on this role but she feels they will be fine once they are used to it.</p> <p>AF has been busy with the newsletter and has the next issue in mind, thinking of different things to include, maybe to include articles that highlight important issues like safeguarding. KB suggested it may be worth speaking with the Communications Department to use Social Media platforms to promote newsletter.</p> <p>The newsletter will be published annually on the external website and promoted in other ways.</p>	
	<p><u>Celebration Event (3.12.2018 at WMI)</u></p> <p>The Trust's photographer has been booked. CJ, JH, AF have confirmed their support. The publicity campaign has commenced.</p> <p>The newsletter and display materials were circulated to Members for comment, overall feedback was very good. The newsletter was ratified at the group with a small amendment and will be sent to clinical illustration for the final version.</p>	YB

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8.	<p><u>Patient Story</u></p> <p>a) CJ advised a patient is awaiting a call to arrange story. YB to contact patient.</p> <p>b) AF, KB and JH advised that they may know of someone who would like to share their story.</p> <p>c) KB had an idea to speak with the Heads Up Group as they may have a patient story and will follow up.</p> <p>d) KB advised of the Schwartz round where staff come together to talk about the emotional and social challenges of caring for patients, and suggested that this maybe something for Members to get involved in. JD will put suggestion forward to organisers and secure topics.</p> <p>e) JD advised that the CCG regularly ask for patient stories so it is really important to have as many as possible.</p>	<p>YB</p> <p>AF/KB/JH</p> <p>KB</p> <p>JD</p>
9.	<p><u>Any Other Business</u></p> <p>a) Trust Groups: The meeting date schedules have been circulated to members who sit on existing Trust groups, attendance is confirmed as below:</p> <ul style="list-style-type: none"> • Research Leads Network dates – CJ (confirmed). • Leaflet Ratification – DV (virtual support). • Policy Group – BSD (confirmed). • EDI Steering Group – JH (confirmed). <p>b) Emergency Department (ED) Survey:</p> <p>Results from a joint survey held at the ED (conducted between the Trust and Healthwatch Wolverhampton in 2018) were shared with the Trust’s Council of Members. Suggestions were made by Members which were sent to the ED’s Matron, who will discuss at the ED Governance meeting. Some progress has already been made which includes:</p> <ul style="list-style-type: none"> • A tannoy for the reception area was explored during the planning phase of the initial ED project and was not felt an appropriate option. The acoustic panelling has been installed in the x-ray waiting room. There is a planned date (14/15 November) for installation of panelling in the main waiting room area. 	

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	<p>Additionally, the department will consider the following:</p> <ul style="list-style-type: none"> • There is a 'see and treat' stream which is usually for patients with minor injuries. There is the main wall chart; the department will explore putting an explanation on the television screens. • Additional TV screen in order that it can be seen by all. • Will discuss the information/discharge sheet at the ED Governance meeting on 15.11.2018. • A 'wait here' barrier to protect privacy when booking in. <p>c) Smoke Free Steering Group</p> <ul style="list-style-type: none"> • The Trust has been working towards a smoke-free site for some time and are looking to secure a representative from the COM to sit on this group, they are also looking to develop a policy. • Meetings will take place monthly, supported by action notes and a project plan. Each work stream will have a named lead who will take responsibility for progressing the work stream between meetings. • Meeting details will be circulated to members to advise if they can commit to this work stream, once they have been set up. <p>d) Promotion: AF has been thinking of ideas to raise awareness of the COM and will send these through when ready.</p> <p><u>Date and Time of next meeting</u></p> <p>Thursday 14th March 1pm to 4pm to include a development session</p>	<p>AF</p>

ACTION LOG

ITEM NO.	Meeting	ACTION HEADING	PROGRESS	ACTION BY	STATUS
4	Sept	Survey results/findings for CYP to be circulated		DL	OPEN
7	Sept	Follow up on Patient Story		GP	OPEN
10c	Sept	Information to be provided regarding upcoming events	BD provided information	BD	CLOSED
10d	Sept	Information to be circulated regarding celebration event/newsletter	YB circulated relevant information	YB	CLOSED
3	Nov	Details to be circulated Domestic Violence Event		DR	OPEN
7	Nov	Amendment/ratification to newsletter		YB	OPEN
8a	Nov	Follow up on Patient Story		YB	OPEN
8b	Nov	Follow up on Patient Story		AF, KB, JH	OPEN
8c	Nov	Follow up Patient Story with Heads Up Group		KB	OPEN
8d	Nov	Put suggestion forward and secure topics for Schwartz round		JD	OPEN
9d	Nov	Ideas for next newsletter to be circulated when available		AF	OPEN