

	<p>Bryan Bradburn informed Members that Richard James who was a previous member of the Forum had sadly passed away at the weekend. Members passed on their condolences to Mr James' family.</p>	
<p>1.</p>	<p><u>Apologies for Absence</u></p> <p>Apologies received were noted as above.</p>	
<p>2.</p>	<p><u>Minutes of Previous Meeting (Tuesday 29 September 2015)</u></p> <p>Minutes of the meeting held on Tuesday 29 September 2015 were agreed as a true and accurate record.</p> <p>With the exception of: Item 10. Any Other Business</p> <p>The removal of: TC will arrange to meet with GP Practice Managers regarding information not being passed on about change of medication.</p>	
<p>3.</p>	<p><u>Matters Arising from the Minutes</u></p> <p>Cannock Hospital</p> <p>It was reported that there has been progress on the bus service, the timetable has been updated and implemented on 1 September 2015. The Estates Department plan to carry out a mini survey in due course to look at the usage of the bus. It was suggested that staff continue to use the service much more than the public.</p> <p>Transport issues remain a concern, Healthwatch gave an example where a patient attending an early appointment had incurred a cost because bus passes are only valid at certain times of the day.</p> <p>It was reported that it remains a commitment of the Trust to utilise the Cannock Hospital site as much as possible. It was agreed that the changes to the site so far had been completed to a high standard which undoubtedly add to a good patient experience.</p> <p>Social/Complex Cases – Cannock</p> <p>PA informed the meeting that the appointments office had confirmed they will tailor appointments to meet the specific needs of patients in residential homes. Appointments will not be allocated before 10.00 am giving patients time to get ready to attend the appointment and escort staff to be identified.</p>	

4.	<p>Central Care Record Update</p> <p>PA informed Members that he will check on this agenda item, to be reported at the next meeting.</p>	Chair
	<p>Urgent and Emergency Care Centre</p> <p>The new UECC opened on time on 25 November 2015, the opening and transfer of the service went well with no major issues. Volunteers from the Patient Experience Team were able to support patients on the day of the opening by greeting them at the old A & E Department and taking them to the new UECC. Comments since the opening have been positive. Signage is in place.</p> <p><u>Draft Terms of Reference</u></p> <p>Concern was expressed by the group that the Draft Terms of Reference had been in draft format for a few months. At the previous PEF meeting comments had been received and incorporated into the latest version. Following discussion Members agreed the Draft Terms of Reference be signed off and placed on the public web page, with a review to take place in 6 months' time.</p> <p>PA suggested that the Forum should be developed with a wider membership, discussions took place regarding the membership list.</p> <p>The Forum also discussed the inclusion of young people in the Forum or whether a separate Sub-Committee be set up who specifically look at Children's issues. It was reported that the Matron for children's services has expressed an interest in the second option. Children's patient experience feedback was discussed, the external provider is currently looking at techniques to incorporate into patient cards.</p> <p>A Member raised concern regarding quoracy of meetings. It was agreed that the meetings should take place even when the meeting was declared not quorate, the Members felt the agenda item could be discussed but no actions could be agreed unless a decision was required to meet statutory or regulatory deadlines. It was agreed this should be reflected in the Terms of Reference. Another concern raised was that Trust management do not often attend the meetings. Members agreed that the Membership of the Forum should be strengthened.</p> <p>All results from the Friends and Family cards are reported back to the relevant Departments when changes can be made directly. Changes made should be recorded which would ensure that concerns are being acknowledged and reported back to the Forum.</p> <p>Members expressed their wish for staff from different departments</p>	

<p>5.</p> <p>6.</p>	<p>be invited to meetings to discuss their speciality. A particular area of interest was for a guest speaker from the Eye Department to attend to talk about visual impairment.</p> <p>Discussion also took place regarding patients whose first language is not English. The Trust does not encourage staff or relatives (including children) to interpret for legal reasons. An interpreting and translation company is currently used by the Trust which is used excessively. It was reported that the Trust is rolling out a programme of using wireless headsets worn by both patient and the clinician to improve the availability and ease of translation services.</p> <p>Support for patients with hearing impairments was also discussed.</p> <p><u>Draft Patient Experience Strategy</u></p> <p>PA informed members that the document will be expanded upon to include quality and patient safety which will be combined into the Quality and Patient Experience Strategy.</p> <p>It was agreed Members will look through the report and email any comments to Clair Worrall for discussion at the next meeting.</p> <p><u>Car Parking Meters</u></p> <p>Sandra Roberts and Pete Gibbons were unable to attend to the meeting. TC reported that concerns had been raised regarding the new Vehicle Recognition System on the public car parks, the response was not positive.</p> <p>APCOA is the company responsible for car parking on the hospital site. Problems that do occur reflect on the Trust.</p> <p>Some solutions have recently added to confusion. One solution was that the machines were switched off to encourage easy flow of traffic, but in turn confused visitors as they were concerned about being fined.</p> <p>Positive feedback was received on the new card usage system.</p> <p>A member asked where visitors who will be attending the new A & E would be parking, discussion took place regarding car parking.</p> <p>A suggestion made by a Member was to extend visiting hours or flexi hours for staff who work during the day, this could possibly free up spaces.</p> <p>7 day working was also discussed and the impact this may have on car parking provision.</p>	<p>Members</p> <p>SR/PG</p>
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7.

Healthwatch Feedback

TC reported that there had been no major concerns raised some points that have been raised with Healthwatch are:

- Cannock – bus pass usage times
- Patient compliment regarding operation
- Excellent care and support for a Speech and Language patient
- Patient with heart problems, very positive experience, food not so good
- Compliment from an inpatient on the care received from West Park and District Nurses

TC reported a concern raised regarding District Nursing, a housebound gentleman was informed that a Nurse would visit him every other day, he was visited every 3rd day. It was agreed this would be discussed outside the meeting to ensure the patients wellbeing.

A discussion took place regarding care packages, these could take up to a week to get in place, Members asked if Discharge plans commence on the day a patient is admitted.

TC expressed her concern that when the public raise concerns with Healthwatch and she passes on to receive feedback from RWT, information is not being received in a timely manner. PA suggested that the two organisations agree a timeframe for the sharing of information and compliance with this is monitored.

8.

Future Agenda Items

Invitation of guest speakers at future meetings.

Chair

9.

Any Other Business

Trust Board Report

The Patient Experience Quarterly Reports for Quarter 1, July 2015 and Quarter 2, October 2015 were handed to Members. This report was presented to Trust Board on 30 November 2015. The report looks specifically at PALS/Complaints and the Friends and Family Test.

PA informed Members that the number of people who respond through the Friends and Family Test is one of the highest response rates in the Midlands. The number of people who would recommend the Trust is one of the lowest, the reason for this is not clear. 90% of respondents would recommend the New Cross

	<p>Hospital, in comparison to other surrounding hospitals they are higher by a small%.</p> <p>The responses are combined using text and Friends and Family cards. Two Members of the Forum who are Volunteers collect the Friends and Family cards and see many positive responses, however, concerns regarding the Discharge Lounge have been made with patients expressing their concerns regarding waiting for medication.</p> <p>Concerns were raised regarding the patient response times. The Trust is working towards improving response times with the implementation of regular meetings with Operation Managers.</p> <p>The Complaints Policy is currently being reviewed. The response time has currently been 25-45 working days, this has led to confusion. It has been suggested that one deadline date be agreed, the suggested time is 30 working dates which is similar to other Trusts.</p> <p>The Policy will include that the Divisional Management Team will review the complaint response and complete a sign off proforma. Lessons will be identified, learnt and corrective action and date completed.</p> <p>A suggestion was made to include, once actions are completed, a letter is sent to the complainant to advise that the process is complete with the actions taken.</p> <p>Formal complaints remain static, discussions took place regarding the number of complaints this Trust receives in comparison to other Trusts.</p> <p>CQC Inspection</p> <p>PA informed Members that the Report is available on the Trust web site. The Trust submitted an appeal to the CQC who are still waiting for a response from the CQC, although an acknowledgment has been received.</p> <p>Sub-Committee Group</p> <p>PA will discuss with Paediatrics regarding children joining the existing Forum or setting up a separate Group.</p>	<p>Chair</p>
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10.	<p><u>Dates of Future Meetings</u></p> <p>It was agreed that meetings should take place bi-monthly with meetings to take place February, April, May, July, September and November.</p> <p>The next meeting will take place on Tuesday 2 February 2016, 1.30 pm at Cannock Hospital.</p> <p>A representative from the League of Friends will be invited to the meeting.</p>	Chair
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ACTION SHEET

ITEM NO.	PAGE NO.	ACTION HEADING	ACTION BY	ITEM CLOSED
3	3	Central Care Update Records	Chair	
5	4	Draft Patient Experience Strategy	Members	
6	4	Car Parking	SR/PG	
9	6	Sub Committee Group	Chair	
10	7	Invite to League of Friends Rep, Cannock	Chair	
SUGGESTIONS FOR FUTURE AGENDA ITEMS				