

## WOLVERHAMPTON NHS TRUST

### Minutes of the Patient Experience Forum held on

**Tuesday 3 May 2016**

<b>Date</b>	<b>Tuesday 3 May 2016</b>
<b>Venue</b>	<b>Syndicate Room, WMI, Building 11, New Cross Hospital</b>
<b>Time</b>	<b>2.00 pm – 4.00 pm</b>

**Present:**

Alison Dowling (AD)  
Judith Davis (JD)  
Bryan Bradburn (BB)  
Jan Steadman (JS)  
Sue Beresford (SB)  
Barrie Roberts (BR)  
Pete Gibbons (PG)  
Tracy Cresswell (TC)

Brian Fereday (BF)  
Sandra Roberts (SR)

Paul Higgit (PH)

Clair Worrall (CW)

**Role:**

Head of Patient Experience/Chair  
Patient Experience Team Manager  
Patient Representative/PACT  
Volunteer PALS Department  
Volunteer PALS Department  
Patient Representative  
Head of Commercial Services  
Community Engagement  
Co-ordinator, Healthwatch  
Patient Representative  
Acting Divisional Manager, Estates  
and Facilities  
Community Outreach Officer,  
Healthwatch, Staffordshire  
Minute Taker

**Apologies:**

Sarah Southall (SS)  
Barry Appleby (BA)  
Lynn Appleby (LA)  
Jean Timmins (JT)  
Beverley Morgan (BM)  
Bhajan Devsi (BD)  
Clair Hobbs(CH)

**Role:**

CCG  
Patient Representative  
Patient Representative  
Patient Representative  
Acting Head of Nursing Division 2  
Representative, BME Community  
Head of Nursing Division 1

ITEM NO		ACTION
	AD introduced herself and welcomed Members to the meeting. Members introduced themselves to the rest of the Group.	

1.	<p><b><u>Apologies</u></b></p> <p>Apologies received as above.</p>	
2.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>Were agreed as a true and accurate record with the exception of:</p> <p>Under Apologies: Should read:</p> <p>Barry Appleby (BA) and Jean Timmins (JT)</p>	
3.	<p><b><u>Matters Arising from the Minutes</u></b></p> <p><b>Central Care Update</b></p> <p>AD reported that she is currently establishing the query and will report back to the next meeting.</p> <p><b>Patient Experience Team</b></p> <p>It is planned that the Patient Experience Team will have a promotional day in the Mander Centre, Wolverhampton promoting awareness, this will take place once the Complaints leaflet has been agreed, it is currently in draft. There will also be a series of awareness days within the Hospital. Notification will be sent to Members when dates have been arranged. Re-branding of the Department has also taken place.</p> <p><b>League of Friends</b></p> <p>The Forum is looking to expand attendees to include other outreach groups as well as the League of Friends.</p> <p><b>Discharge Lounge</b></p> <p>It was reported that there are no plans to move the discharge lounge to the old A &amp; E. There are plans to brighten and freshen the existing one, funding is being sourced for this. A Member expressed his concern regarding patients going to the discharge lounge and how the environment is not acceptable. It was felt that patients should be prepared to move from the Ward to the Discharge Lounge. AD and JD will look into this and feedback next meeting.</p> <p>.</p>	<p>Chair</p> <p>Chair</p> <p>Chair</p> <p>Chair/JD</p>

4.	<p><b>Handrail by old A&amp;E</b></p> <p>SR reported that a request had been made for this work to be carried out, and will take action to chase up.</p> <p><b>Signage by old A &amp; E</b></p> <p>A member suggested that this should be on the wall, not on the floor. AD will feedback regarding this at the next meeting.</p> <p><b><u>Car Parking Update</u></b></p> <p>PG was in attendance at the meeting to provide an update regarding car parking. Approval for work on car park P4 has been approved, ensuring a universal system across the New Cross Hospital site. All comments received regarding concerns over car parking have been taken on board and the number of calls has been reduced. The online system is not going as well as first thought as there are a number of people involved in the process. PG has now spoken to the agent directly and the outcome was more positive.</p> <p>PG informed Members that bussing staff onto the site has been looked at, this would be an excessive cost to the Trust as land would need to be bought.</p> <p>A long term strategy is to look at additional multi-story car parks, but this would not stop congestion on the site.</p> <p>AD reported that two issues had been raised by the CCG, the first on appointment letters informing patients to have their registration details and for the signage to be clearer.</p> <p>PG reported that the next car parking charge review will take place in September 2016.</p> <p>In relation to Cannock, contact has been made with Staffordshire County Council regarding making improvements to the rear of the hospital. The Council car park opposite the Hospital, currently used by Council staff, has been retained as a Council car park but will be a pay and display car park, 7 days a week. Council staff will park their vehicles elsewhere.</p> <p>A Member raised concern regarding signage to the car park on the main road, PG will look into this.</p>	<p>SR</p> <p>Chair</p> <p>PG</p>
----	---	----------------------------------

<p>5.</p> <p>6.</p>	<p>SR reported on a concern by the CCG regarding transport from New Cross Hospital to Cannock Hospital regarding plans for the current bus used by staff and patients. The Arriva bus that currently runs will stop as the usage is very few by patients and paying fare customers, staff were using the service more. This decision has been made after two reviews of the service. The Trust has agreed to run a shuttle bus service from New Cross to Cannock, details of which are currently being looked at. The current service will run until July 2016. A Member expressed his concern regarding the current bus not doing a complete lap of New Cross.</p> <p>Members also asked for surgery times to be taken into consideration as there is an implication on cost for using bus passes before 9.30 am. The shuttle service will be free and will not make any money. Another member expressed his concern regarding the out of hours requirements, the service will be available to meet the needs of the majority.</p> <p>SR informed the Forum of an email she had received from Mike Goodwin, AD to contact Mike Goodwin.</p> <p><b><u>Patient Experience Survey – Research and Development</u></b></p> <p>Research and Development asked if Forum Members would take a look and provide any comments. Members' feedback was inclusive that the survey is easy reading, it was noted that it would be useful for patients to receive feedback after they have taken part in any research.</p> <p>The Trust is now using the Forum for opinions and feedback.</p> <p><b><u>Healthwatch Feedback</u></b></p> <p><b>Healthwatch Wolverhampton Update</b></p> <p>From 1 April Healthwatch will be part of Engaging Communities, Wolverhampton patients should see no difference. TC reported that a Chair will be appointed and there will be 10 Advisory Board Members. Healthwatch is currently looking at the health and social care needs of Wolverhampton patients, there is a public event planned for 29 June 2016, venue yet to be confirmed. Any patient/group able to support would be welcomed. AD offered support if required.</p> <p>Healthwatch has recently moved premises to Regent House, Bath Avenue, the telephone number has changed.</p>	<p>Chair</p>
---------------------	--	--------------

	<p>TC asked if the time of the PEF meetings could be changed to 1.30 pm due to problems with parking, this was agreed by Members. The Chair asked for meeting times to be changed.</p> <p>TC informed Members of feedback relating to compliments and concerns. JD to action accordingly.</p> <p>Discussion took place regarding cancellation of appointments, a patient had their appointment cancelled 3 times. It was suggested that an explanation/description be given to say why, to provide a more personal approach.</p> <p>The standardisation of appointment letters was also discussed.</p> <p>A Member raised their concern regarding after care once discharged from hospital. This cannot be set up until the patient is in hospital. Should it be looked at before surgery there are implications eg. the operation may not take place, therefore, arrangements would be put in place unnecessarily.</p> <p><b>Healthwatch Staffordshire Update</b></p> <p>Paul Higgitt from Healthwatch Staffordshire is now covering Cannock, PH has recently been appointed. Healthwatch will be raising awareness at Cannock on 23 and 26 May. There was concern that some staff have not heard of Healthwatch. The aim is to work alongside Wolverhampton Healthwatch. Walsall Healthwatch and Independent Complaints for Telford and Wrekin will also be within its remit.</p> <p>Discussion took place that it was interesting to have comments regarding patients views on the transfer to Cannock and vice versa. A Member of the Forum expressed that the care at Cannock was first class.</p> <p><b>PLACE</b></p> <p>Some PEF Members took part in the PLACE audit, there is no feedback yet from the audit. The Chair thanked Members for their support. It was suggested that whilst undertaking the audit there is a lot of walking involved and maybe smaller groups could go to different areas. Discussion took place that maybe the Audit could take place over a number of days at New Cross.</p> <p>Cannock was relatively easy as all Departments are along one corridor.</p>	<p>CW</p> <p>JD</p> <p>Chair</p>
--	---	----------------------------------

7.	<p><b><u>RWT Social Media Campaign</u></b></p> <p>The Trust has launched a social media campaign #ImRWT that encourages staff and patients to share their feedback to create awareness . The RWT media campaign will also include Twitter and Facebook, this will be monitored by the Head of Communications.</p> <p>AD read an extract provided by the Communications Team.</p> <p>AD informed Members that a patient story was recently presented to Trust Board, the gentleman was very complementary about his patient experience. The press concentrated on a comment the patient made regarding being moved at 3 am in the morning, which was picked up as a negative and was on the front page. It was suggested that something be put on social media beforehand to help to control to some extent accuracies and inaccuracies.</p> <p>A Member expressed concern that more should be done to raise awareness of the expertise of the staff working in the Hospital.</p>	
8.	<p><b><u>Update – Urgent and Emergency Care Centre</u></b></p> <p>It has been a very busy time for the UECC recently, patient feedback reflects this. The volume of patients has increased month on month.</p> <p>The Walk In Centre has recently opened, issues and concerns raised will be looked into.</p> <p>Members discussed that the Trust should be careful how the reponse of patients feedback is measured.</p> <p>A Member asked about the usage of the old A &amp; E, there is no official decision at present.</p>	
9.	<p><b><u>Open and Honest Care Policy</u></b></p> <p>A Member raised the question that the Open and Honest Care page could not be found on the website. AD informed Members that it is on the website and that a link would be provided in the minutes:</p> <p><a href="http://www.royalwolverhampton.nhs.uk/about-us/our-performance/open-and-honest-care/">http://www.royalwolverhampton.nhs.uk/about-us/our-performance/open-and-honest-care/</a></p>	Chair

10.	<p><b><u>Engagement with Sikh Community</u></b></p> <p>This item was not discussed.</p>	
11.	<p><b><u>Setting up of Committee to look at Equality and Diversity</u></b></p> <p>This is been done between AD and Chairman of the Trust, a Steering Group has been set up to look at quality and diversity which will be chaired by the Chairman and will look at and assess where we are as a Trust and look at the way we deal with it. Guest speakers will be invited to speak at the meetings.</p>	
12.	<p><b><u>Recovery House</u></b></p> <p>The Chair informed Members that this is a short term mental health facility run by the local authority. Changes have recently been made due to circumstances. It was felt that it was inappropriate to include this on the agenda as this related to decisions made by other organisations, therefore, the Trust cannot make any comment. The Trust can provide assurance to patients requiring treatment by the Trust.</p> <p>AD read out a statement sent jointly by Wolverhampton CC and Wolverhampton CCG regarding Recovery House.</p>	
13.	<p><b><u>Attitude of Staff</u></b></p> <p>Due to the nature of this relating to individual specific experiences it was not appropriate for this item to be included on the agenda as noted in the PEF Terms of Reference.</p>	
14.	<p><b><u>RWT Annual Quality Account</u></b></p> <p>This is an annual report the Trust provides and is an extremely detailed piece of work, it will be public by 30 June 2016. AD asked Members to provide opinions and feedback as a Group. It was suggested that a meeting could be arranged once the information has been sent to Members.</p>	
15.	<p><b><u>Future Agenda Items</u></b></p> <p>The Chair re-iterated that some items are inappropriate for the Forum (reference to the Terms of Reference).</p>	

16.	<b><u>Any Other Business</u></b>  It was noted that blood pressure testing will take place by Greggs.	
17.	<b><u>Date and time of next meeting</u></b>  Tuesday 12 July 2016 1.30 – 3.30 pm, Meeting Room, West Park Hospital	

## ACTION SHEET

ITEM NO.	PAGE NO.	ACTION HEADING	ACTION BY	ITEM CLOSED
3	2	Central Care Update	Chair	
3	2	Patient Experience Team	Chair	
3	2	League of Friends	Chair	
3	2	Discharge Lounge	Chair/JD	
3	3	Handrail by old A & E	SR	
3	3	Signage by old A & E	Chair	
3	4	Car Parking Update	PG	
6	5	Healthwatch	JD/CW	
6	6	PLACE Inspection	Chair	
9	7	Open and honest care policy	Chair	Closed
<b>SUGGESTIONS FOR FUTURE AGENDA ITEMS</b>				
		Pharmacy Labels		