

<p>1.</p> <p>2.</p> <p>3.</p>	<p>no actions to be agreed unless a decision is required to meet statutory or regulatory deadlines.</p> <p><u>Apologies</u></p> <p>Apologies received as above.</p> <p><u>Minutes of Previous Meeting (Tuesday 3 May 2016)</u></p> <p>Were agreed as a true and accurate record.</p> <p><u>Matters Arising from the Minutes</u></p> <p>Central Care Update</p> <p>Due to the lack of information regarding this item, it was decided to remove it from matters arising.</p> <p>Patient Experience Team</p> <p>AD reported that this has not progressed as there is development work continuing in the Mander Centre, due to this, there is limited space for the Team to successfully undertake any promotional activity here at the present time. Cost has been looked into.</p> <p>TC reported that the area in the Wulfrun Centre is available to hire and is free of charge. TC will provide AD with further information.</p> <p>The Patient Experience Team have recently attended a number of local events in the community with recent attendance at Low Hill Community Centre to promote the vertical integration of Low Hill Surgery with the RWT, with the aim of obtaining views of children and providing awareness of children with mental health concerns.</p> <p>It was suggested that the views of children who attend the UECC could also be sought.</p> <p>The PET also attended TESCO in Willenhall to promote the work of the Team and provide awareness, this was very well received.</p> <p>The Team attended the Fundraising Charity Event at the Molinuex to promote PALS/Complaints/Volunteering and Arts for Health.</p> <p>Discussion took place regarding Healthwatch and the Patient Experience Team combining and doing something together</p>	<p>Chair</p> <p>TC</p>
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	<p>with a view to engaging with communities and expanding characteristic groups.</p> <p>TC advised the Group of a number of events due to take place and will provide AD with information.</p> <p>The re-branding of the Patient Experience Team has taken place, uniforms are being considered for front facing staff of the Patient Experience Team.</p> <p>League of Friends</p> <p>The Forum is looking to build on relationships to expand the group. There are currently changes regarding the League of Friends (item to be included on agenda at a later date).</p> <p>Discharge Lounge</p> <p>AD has sought confirmation that there are no plans to re-locate the Discharge Lounge.</p> <p>Concerns regarding dignity were discussed regarding patients being moved from Wards to the Discharge Lounge. It was felt that this concern fell with the Wards, therefore, educating staff to support staff at Discharge was important. AD informed Members that she will visit the area and report back at the next meeting.</p> <p>TC reported that there had recently been an article in the newspaper stating there had been a rise in complaints by 47% at the Trust over May, with the main two areas being communication and discharge. AD advised Members that there had been a dip the previous month.</p> <p>Following the Patient Experience Team pull-up boards recently being located around the Trust, it is understood that the increase has arisen from this. The rise in complaints is seen as a positive. AD has also attended meetings to promote complaints. Cheryl Etches undertakes Check and Challenge meetings to ensure that complaints are acted upon and that the responsibility lies with the relevant Division. The complaints policy was updated in March with the complaints process changing.</p> <p>Last financial year there were 2,000 PALS concerns. 4% of complaints going to the Ombudsman.</p> <p>Handrail by old A&E</p> <p>A Member expressed concern that there was no handrail</p>	<p>TC</p> <p>Chair</p>
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4.	<p>either side on the ramp closest to the old A & E Department, AD will ensure this is checked.</p>	Chair
	<p>Signage by old A & E</p>	
	<p>A member expressed concern about the lack of direction signage for the Emergency Department, particularly at the top of the ramp by Appleby Suite. AD reported she will look into this matter.</p>	Chair
	<p>Time of Meetings</p>	
	<p>The new meeting time of 1.30-3.30 pm will ensure that Members have less difficulty parking as it is not visiting time, therefore, making the meeting more accessible.</p>	
	<p>PLACE Inspection</p>	
	<p>AD will meet with Lindsey Ibbs-George regarding the practicalities of future Inspections, specifically relating to the duration of the Inspection.</p>	Chair
	<p><u>Healthwatch Feedback</u></p>	
	<p>TC reported that she can report to the Patient Experience Forum on behalf of Healthwatch as a whole.</p>	
	<p>Healthwatch have recently held Drop in Sessions at Cannock to raise awareness about Healthwatch. Two staff members from Wolverhampton attended.</p>	
<p>TC informed Members of compliments received through Healthwatch.</p>		
<p>TC reported that a particular comment noted was the possibility of installing a TV in the waiting area of the UECC.</p>	Chair	
<p>It was reported that TC attended an Alzheimer's Support Group and informed Members that any concerns received would be passed onto Julie Willoughby, Consultant Nurse – Dementia Services.</p>		
<p>TC will pass on compliments/concerns to JD.</p>	TC	
<p>AD reported that customer care training is being delivered to Porters and Receptionists in key locations to ensure good customer service is provided.</p>		

5.	<p><u>Car Parking Update</u></p> <p>PG reported that the car park P4, Beynon Centre is now open and operating. The online system is now up and running, PG advised that he will be trying it out initially.</p> <p>PG has met with Consultants regarding the possibility of additional multi-story car parking across the site, 7 locations have been looked at. A high level assessment will be carried out, possible areas include the North Car Park which is a flat area, the East Car Park could incorporate extending the existing multi-storey car park with extended decks over the public car park.</p> <p>Car park charges are currently under review which should reflect the local situation in terms of charging as there are new guidelines to ensure charges reflect peoples experiences locally. PG is currently producing a charging policy and will forward to AD/JD/YB for Members of the Patient Experience Forum to take a look it before it is finalised.</p> <p>A meeting is due to place on 3 August with Planners from Stafford Council regarding the car park over the road from Cannock Hospital, this is likely to be a pay and display car park.</p> <p>Talks are taking place with Planners about the rear of the Cannock Hospital and how to manage it, it is currently used for emergency access.</p> <p>Concerns were raised about signage and rationalising it, the Terms and Conditions are a compulsory requirement. It was suggested that the signs include, taking a note of the time of arrival onto the car park. Signs to be situated at car park entrances.</p> <p>A member raised concern regarding taxis waiting in the pick up/drop off area by the UECC. The area should not be used for taxis waiting for calls as it is not a taxi rank, the area is specifically for patients being dropped off close to the UECC entrance. PG advised he will look into this and see which companies are parking up regularly.</p> <p>AD wished to take the opportunity to thank PG for his support regarding PALS concerns.</p>	PG
6.	<p><u>Future Agenda Items</u></p> <p>AD reported that consideration should be given to ways in which the Forum can be expanded and what the Trust should</p>	PG

7.	<p>be doing to ensure as much as possible can be done for patients.</p> <p>Discussion took place regarding young people being included as part of the Forum.</p> <p>AD informed Members that it was felt that Membership of the Forum should be looked at as some members have not attended for a long time, with a view to taking them off the Membership List.</p> <p>Discussion took place regarding patient representatives being included on the Forum from different areas so that views can be sought from patients.</p> <p>It was suggested that local Groups could be contacted with a view to nominating someone to attend the meeting to listen and understand what the meeting is about. TC will pass information onto AD.</p> <p><u>Any Other Business</u></p> <p>Patient Bedside Folder</p> <p>AD showed Members a copy of the Draft Bedside Folder which is currently out for consultation. Feedback so far is the document is bulky, but informative and friendly, with the content helpful for patients and their families. AD asked CW to distribute to a number of Members for their comments, stating it is a Confidential document.</p> <p>TC advised Members for their information that she is working with a deaf group.</p> <p>Discussion took place regarding Comfort Rounds on Wards, it was noted that this should be taking place, JD/AD to contact Heads of Nursing for re-assurance. It was reported that it is the Trusts view that it is everyone's responsibility to support patients.</p>	CW
8.	<p><u>Date and Time of Next Meeting</u></p> <p>Tuesday 6 September 2016 1.30 – 3.15 pm Conference Room, Cannock Hospital</p> <p>NB. A shuttle service is now in operation between New Cross and Cannock Hospitals, if you require information regarding this please contact Clair Worrall on 01902 307999 ext. 8763.</p>	JD/Chair

ACTION SHEET

ITEM NO.	PAGE NO.	ACTION HEADING	ACTION BY	ITEM CLOSED
3	2	Central Care Update	Chair	CLOSED
3	2	Patient Experience Team	Chair/TC	
3	3	Discharge Lounge	Chair	
3	3	Handrail by old A & E	Chair	
3	3	Signage by old A & E	Chair	
3	4	PLACE Inspection	Chair	
4	4	Healthwatch	TC/Chair	
5	4	Car Parking Update	PG	
SUGGESTIONS FOR FUTURE AGENDA ITEMS				
		Pharmacy Labels		