

THE ROYAL WOLVERHAMPTON NHS TRUST

Minutes of the Patient Experience Forum held on Tuesday 25 November 2014

Date Tuesday 25 November 2014

Venue Meeting Room, West Park Hospital

Time 2.00 pm – 4.00pm

Present:

David Coan (DC)
 Judith Davis (JD)
 Sam McIntosh (SM)

Helen Cook (HC)

Jan Steadman (JS)
 Sue Higgs (SH)
 Bryan Bradburn (BB)
 Simon Greenwood (SG)
 Jean Timmins (JT)
 Barrie Roberts (BR)
 Donald McIntosh (DM)
 Opeyemi Odejimi (OO)
 Clair Worrall (CW)

Role:

Senior Matron Community (Chair)
 PALS/Complaints Manager
 Integrated Health and Social Care
 Manager
 Communications & Engagement
 Manager
 Volunteer PALS Department
 West Park User Group
 Patient Representative/PACT
 West Park User Group
 Patient Representative
 Patient Representative
 Patient Representative
 Interim Manager, Healthwatch
 Research, W'ton University
 Minute Taker

Apologies:

Carol Bott (CB)

Pat Roberts (PR)
 Rose Baker (RB)
 Maureen DeSilva (MD)

Role:

Head of Patient Experience and
 Public Involvement (Vice Chair)
 WCCG

Governor Representative

Item No		Action
1.	<p>Apologies for absence</p> <p>As listed above.</p>	

Item No		Action
	David Coan, Chair, asked Members around the table to introduce themselves for the benefit of the Group and welcomed everyone to the meeting.	
2.	<p>Minutes of Previous Meeting – 24 September 2014</p> <p>Minutes were approved and accepted as a true record of the meeting, with the following amendments:</p> <p>Simon Greenwood – Apologies received</p>	
3.	<p>Matters Arising from the Minutes</p> <p>Cannock Update</p> <p>A member expressed his concern about the fact that people were not aware of where to catch the bus to Cannock Hospital from Wolverhampton Bus Station. Also the question was asked about whether carers are required to pay, DC advised he will seek further clarification on these points.</p> <p>HC informed Members that the transport between sites is still in the early stages and it will possibly take a year to sort.</p>	DC
4.	<p>Bed Flow</p> <p>Sam McIntosh, Integrated Health and Social Care Manager introduced herself to Members and advised that her role is part funded by the Local Authority and NHS, based at New Cross. There are 60 members of staff working on the Team with responsibility for 700 beds at New Cross and 88 beds at West Park.</p> <p>The role of the Discharge Co-ordinators was discussed who are the link between Social Workers and Ward Staff. The purpose of the role is to try to avoid patients and their families being asked the same questions by staff and to ensure that the patient has a good NHS experience.</p> <p>Another purpose is to ensure that the patient is going to the correct destination on discharge.</p> <p>Discussion took place regarding the Hospital being an Acute Hospital and large numbers of patients coming through A & E.</p>	

Item No		Action
5.	<p>The CCG allows the Trust to use beds in some Nursing Homes, therefore freeing up beds in the Hospital. This is only available to patients who actually come under Wolverhampton. The funding for this is up to 6 weeks. Patients with dementia would not be expected to go to a Nursing Home.</p> <p>A letter is given to patients when they are asked to vacate a bed.</p> <p>Patients are given a leaflet when they arrive in hospital explaining the process; also ensuring that they are given clear information about what they are agreeing to.</p> <p>Patient Flow Assistants who are based on wards will shortly be wearing a uniform to ensure patients are aware of what their role is on the wards.</p> <p>A Member raised a concern that they were booked to have an operation and there were no beds available after the operation, therefore the operation was delayed. This is one of the reasons for using Cannock Hospital for elective (planned) surgery.</p> <p>Another Member mentioned that it would be beneficial for the Hospital to ask what support the patient will require after their orthopaedic operation; this process is already done and is also carried out for some other patient surgery.</p> <p>SM informed Members that in April 2015 the implementation of Social Workers to be on site 7 days per week, 8 am – 8 pm at New Cross and 2 evenings a week at West Park will commence.</p> <p>Research Project Around Patient Experience</p> <p>Opeyemi Odejimi was introduced to Members. She is a Researcher at the University of Wolverhampton focussing on the patient experience. The aim is that Students at the University experience a meaningful education, bringing practical settings into the classroom. The purpose of her attending the meeting was to ask Members of the Forum who are not Members of the SUCCESS Group to give suggestions and feedback about their experiences. The Chair suggested that OO speak to Members at the end of the meeting who wish to find out more information.</p>	

Item No		Action
6.	<p>Future Format of the Patient Experience Forum</p> <p>The Chair asked Members what they felt about the current format or whether to make the Forum a virtual or evening meeting. Members expressed that that they would still like the meetings to remain during the day.</p>	
7.	<p>Future Agenda Items</p> <p>Central Care Record Updates (HC)</p> <p>Future Membership</p>	
8.	<p>Any Other Business</p> <p>Healthwatch</p> <p>Donald McIntosh, Interim Manager for HealthWatch gave a brief on the current update for HealthWatch. He advised that there is currently survey work around Sexual Health and Urgent Care. The GP Survey has been carried out recently. HealthWatch is currently working with younger people at the University, seeking Volunteers to act as a point of contact with students. DM advised that information is being posted onto the HealthWatch website.</p> <p>Cannock</p> <p>Discussion took place regarding the acquisition of Cannock Chase Hospital.</p> <p>The Breast Cancer Support Group had produced a petition opposing moving the Service; there were 8,000 signatures. An acknowledgement has been received but there has been no other information since.</p> <p>Discussion took place regarding the Consultation process. Members expressed their concerns over the consultation process and felt that decisions had been made before the process had started. HC informed Members that the Consultation process had been carried out to see how best to deliver the services.</p>	

Item No		Action
	A & E Members were informed that the new ED will offer specific treatment for patients ie. They may not need to see a Consultant. Presently 300-400 patients are seen at A & E per day. A Member expressed concern over the excessive traffic through A&E departments and how hospitals cope with this situation.	
9.	Date, Time and Venue of Next Meeting To Be Confirmed	

ACTION SHEET

ITEM NO.	PAGE NO.	ACTION HEADING	ACTION BY	ITEM CLOSED
		Complaints Training – Managers	JD	
		Terms of Reference	DC	
		Cannock Transport – Patients undergoing surgery/bus situation	DC	
		Cancer Peer Review powerpoint presentation to be copied for Members	AW	
		Car Park Charges	CB	
SUGGESTIONS FOR FUTURE AGENDA ITEMS				
		TVs on Wards (problems with paying for TV and moving Wards)	C Bott	
		Appointment times for patients in residential care homes, NSL provider	E Roberts	
		Drips (problem with equipment bleeping)	D Coan	
		Update on Cannock	H Cook	
		Bereavement Services	J Davis	

		CQC Action Plan		
		Central Care Record Updates		
		Membership	C Bott	