

| Item No | | Action |
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| 2. | <p><u>Apologies for Absence</u></p> <p>Apologies received were noted as above.</p> | |
| 3. | <p><u>Minutes of Previous Meeting (Tuesday 25 November 2015)</u></p> <p>Minutes of the meeting held on Tuesday 25 November 2015 were agreed as a true record.</p> | |
| 4. | <p><u>Matters Arising from the Minutes</u></p> <p>Cannock Update</p> <p>C Bott informed Members that they would be invited to visit Cannock Hospital, which now falls under the auspices of the Royal Wolverhampton NHS Trust. Also, that it would provide an opportunity for the members to experience first-hand the new bus X68, dates to be confirmed.</p> <p>Research Project Around Patient Experience</p> <p>C Bott informed Members that she had not heard from Opeyemi Odejimi, although S Higgs had received a call from her.</p> <p>Complaints Training</p> <p>J Davis advised Members that a complaints management audit had recently been carried out by external auditors Baker Tilly. Following receipt of the final recommendations complaints training will be incorporated into the Customer Service training which has been devised by C Bott. J Davis advised that the main complaint theme is consistently around communication.</p> <p>A draft copy of the Customer Service Training Presentation handout, which will be used for training purposes was given to Members, this includes Complaints/PALS information, this training will be implemented in April 2015 for all wards/departments in both acute and community settings. Hotel Services will also be included. Members agreed that the presentation was very good and focussed on all the important aspects of Patient Experience.</p> <p>C Bott advised Members that any suggestions would be welcome regarding who could be captured/aimed at for this Training,</p> <p>Discussions took place about individual experiences Members had when attending appointments/A & E/staying in Hospital.</p> | <p>CB</p> <p>CB</p> |

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| 5. | <p>Terms of Reference</p> <p>C Bott advised Members that the Terms of Reference would be discussed when the Members from Cannock attend the Patient Experience Forum Meeting.</p> <p>Car Park Charges</p> <p>CB informed Members that she had no additional information to update Members on.</p> <p>TV's on Wards</p> <p>It was discussed that patients have concerns over the transfer of their paid TV usage if they are transferred from one Ward to another. Also if a patient does not use all their credit for TV, they would lose it. C Bott suggested that Hospedia who are responsible for the TV's be invited to the next meeting.</p> <p>Drips (bleeping)</p> <p>C Bott informed Members that the Trust is aware of the public concerns, particularly drips bleeping during the night.</p> <p><u>Quarterly Patient Experience Report</u></p> <p>C Bott informed Members that the Trust Board meeting was held on 23 February 2015.</p> <p>Members were handed a copy of the Patient Experience Report for Quarter 3 2014/15.</p> <p>J Davis explained to Members that the Friends and Family Test is now in Phase 3 which will include all Outpatient areas and the whole of Community, ways of co-ordinating this and which Health Centres will be included initially are currently being discussed. SMS Texting and IVM (landline) feedback will be supplementary measures with Friends and Family cards.</p> <p>The Emergency Department has met it's target of 20% response rate for Friends and Family. The response rate for Inpatients has seen a drop, the reason for this is that if the patient is in the Emergency Department and they are transferred to a Ward they are put through the system as a discharge and not a transfer. A way of addressing this problem has been implemented; therefore, an improvement should be seen.</p> | <p>CB</p> <p>CB</p> <p>CB</p> |

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| 6. | <p>A Member asked the question about Paediatrics and the Friends and Family Test. Maternity will be covering neo-natal and paediatrics which will be phased in over the next few months. The texting service is being used.</p> <p>J Davis informed Members that Friends and Family cards have been taken over to Cannock to start using on two Wards. Outpatient Friends and Family cards are being introduced as from next Monday. The priority is to gain feedback which will act as an indicator for the Trusts priorities and the way forward.</p> <p>The Patient Experience Report also gives an insight into such issues, J Davis informed Members that the processes are working well. The introduction of league table will highlight which departments are working well and ensure that concerns are addressed quickly and supports staff in those less supporting areas.</p> <p>It was suggested that Directorates take time to liaise with complainants, building relationships. Directorates to be reminded about timeframe for final responses.</p> <p>A Member asked where the information has been sourced from for the audit, J Davis advised that the Auditor had asked for complaints over a 3 month period and then randomly selected 20.</p> <p>Members wished to express their concern over Reception staff in the Hospital, particularly their manner in which they speak to patients.</p> <p>Members were informed that if they have any further questions they would like to ask once they have read the report they should contact J Davis.</p> <p><u>Re-branding of the Patient Experience Team</u></p> <p>C Bott informed Members that the Patient Experience Team has been re-branded, a competition took place over Christmas which asked staff to decide on their choice of logo. Two choices were available and the logo chosen was the one with the arrows - arrows for development, bridge for a firm base and the colours chosen indicate;</p> <p>Lilac – education Blue – NHS Pink – caring attitude</p> <p>This logo will be included on all Patient Experience documentation and staff/volunteers will wear badges.</p> | CB/JD |

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| 7. | <p><u>Cannock Overview</u></p> <p>C Bott informed Members that the integration is going well and is settling down now. J Davis is liaising with staff at Cannock and E Morris is liaising with volunteers and staff. There are some concerns with individuals regarding travel etc. Feedback from the patients is positive.</p> <p>The ongoing development in operating theatres and wards is around £27 million.</p> <p>Aspects of the following are now/being implemented at Cannock Hospital:</p> <p>General Surgery Orthopaedics Breast Surgery Urology New Endoscopy Suite (Clinical Research) Dermatology</p> <p>The integration is positive with the following outcomes:</p> <ul style="list-style-type: none"> - Certainty of date - Better patient experience - Improved quality of clinical services, better outcomes - Managing to keep services within the Trust <p>A Member expressed their concerns over transport, buses do not run early enough for patients to get to Cannock for 7 am. Also some people do not have a car and the cost of a taxi is excessive.</p> <p>Concerns from a lot of people have been raised. C Bott informed Members that the Trust needs to hear what the concerns are so answers can be clarified.</p> <p>C Bott advised that she will contact Helen Reed, Group Manager in Division 1, to explain about criteria and social/complex cases, C Bott will advise of answers before the next meeting.</p> <p>C Bott handed out the new hospital paper to Members, "Your Hospital".</p> | CB |

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| 8. | <p><u>Joint Engagement Assurance Group</u></p> <p>C Bott informed Members that she attended the last meeting which was held at the CCG.</p> <p>Pat Roberts was unfortunately unable to attend this meeting.</p> <p>C Bott advised Members about the Better Care Fund, the Wolverhampton CCG plans have been approved with conditions.</p> <p>Dementia Mental Health Social and Community Care</p> <p>GP Locality Meetings.</p> <p>Greater role for localities, GP's to have more engagement.</p> <p>Practice Manager Meetings, would like a Forum</p> <p>Choose Well Campaign, as advertised on Heart, Signal, Express and Star, Twitter and Web Campaign.</p> | |
| 9. | <p><u>Trust Membership</u></p> <p>E Morris, Volunteer Services Co-ordinator informed Members that she has been involved with Trust Membership since November 2014. She advised that it had taken a number of weeks to understand what was involved. A large number of applications have been received from Mid Staffs Health Authority, approximately 60, who will transfer to the Royal Wolverhampton NHS Trust. Only one new application has been received from Wolverhampton.</p> <p>B Fereday asked for clarification about Membership, E Morris explained the purpose of Trust Membership.</p> <p>A recruitment launch will take place to encourage new Members this year. Staff are also invited to become Members. Membership details are held on a database.</p> <p>A Member asked how many Members there are currently, E Morris informed there are 5,700 Members.</p> <p>Discussion also took place regarding Cannock Hospital Trust Membership and future developments.</p> | |

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| 10. | <p><u>Healthwatch</u></p> <p>Apologies received from Donald McIntosh.</p> | |
| 11. | <p><u>Bereavement Services</u></p> <p>J Davis reported on the Trust Bereavement Service. A meeting was held earlier during the day regarding this. The Service currently offered requires improvements as there are currently delays in bereaved relatives receiving paperwork, information and support. These concerns were highlighted by the CQC as a priority for the Trust.</p> <p>A Bereavement Services Group is being set up and will be Chaired by Father Craig Fullard.</p> <p>Additional Training will be provided for junior staff which will be planned by the Nurse Education Team.</p> <p>Two representatives from each Ward will be Champions for End of Life Care.</p> <p>It was discussed that extra quiet space for talking to relatives would be located.</p> <p>C Bott informed the Group that Members of staff had visited Salford Hospital to see how its Bereavement Service operates. She described their service as 'breath taking' and 'excellent' and the Royal Wolverhampton NHS Trust will be modelling its service on this.</p> <p>Salford Hospital have a swan emblem on all literature that is sent to family Members. An appropriate bag with the emblem on it is used for the deceased's belongings to be placed in. The swan emblem is to show a mark of respect for the deceased and their relatives.</p> <p>A Member mentioned that she had expressed her wish to be involved in the End of Life Care Project. C Worrall will contact the member of staff concerned.</p> | |
| 12. | <p><u>Patient Experience Forum – The Way Forward</u></p> <p>C Bott discussed with Members the way forward for the Patient Experience Forum. The Forum will discuss real issues and Members will be able to help to channel these. The Forum will be open, honest and transparent and can always be improved.</p> | |

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| | Any questions that Members have will be answered as quickly as possible and Members informed. | |
| 13. | <p><u>Future Agenda Items</u></p> <p>See below.</p> | |
| 14. | <p><u>Any Other Business</u></p> <p>None.</p> | |
| 15. | <p><u>Date, Venue and Time of Next Meetings</u></p> <ul style="list-style-type: none"> • Tuesday 28 April 2015 – Cannock Hospital – 1.30-3.30 pm (Members are invited to be at New Cross Hospital, Bus Stop N1 to catch the new Bus to Cannock, X68 at 12 noon. Members invited to have a guided walk around Cannock Hospital before the meeting) • Tuesday 30 June 2015 – New Cross Hospital, Room 6, WMI – 2-4 pm • Tuesday 29 September 2015 – West Park Hospital, Meeting Room – 2-4 pm • Tuesday 1 December 2015 – New Cross Hospital, Room 6, WMI – 2-4 pm | |

ACTION SHEET

| ITEM NO. | PAGE NO. | ACTION HEADING | ACTION BY | ITEM CLOSED |
|--|----------|--|-----------|-------------|
| 4 | 2 | Cannock – Visit by Members using public transport | CB | |
| 4 | 3 | Terms of Reference | CB | |
| 4 | 3 | Car Park Charges | CB | |
| 4 | 3 | TVs on Wards | CB | |
| 4 | 3 | Problems with Drips | CB | |
| 5 | 4 | Complaints – Directorate Final Responses | CB/JD | |
| 7 | 5 | Helen Reed - Criteria, Social/Complex Cases | 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) | C Bott | |
| | | Update on Cannock | H Cook | |
| | | CQC Action Plan | | |
| | | Central Care Record Updates | | |
| | | Membership | C Bott | |