

WOLVERHAMPTON NHS TRUST

Minutes of the Patient Experience Forum held on Tuesday 30 June 2015

Date	Tuesday 30 June 2015
Venue	Room 6, WMI, New Cross Hospital
Time	2.00 pm – 4.00 pm

Present:

Paul Archer (PA)
 Jan Steadman (JS)
 Brian Bradburn (BB)
 Sue Higgs (SH)
 Maureen De Silva (MD)
 Simon Greenwood (SG)
 Tracy Cresswell (TC)

Sarah Hicks (SH)
 Jean Timmins (JT)
 Clair Worrall (CW)

Role:

Head of Governance
 Volunteer PALS Department
 Patient Representative/PACT
 Patient Representative
 Governor Representative
 Patient Representative
 Community Engagement
 Coordinator, Healthwatch
 Healthwatch
 Patient Representative
 Minute Taker

Apologies:

Pat Burton (PB)
 Barry Roberts (BR)
 Lisa Flanagan (LF)
 Carol Bott (CB)
 Judith Davis

Role:

Patient Representative
 Patient Representative
 Ward Manager, Division 1
 Head of Patient Experience/Chair
 PALS/Complaints Manager

ITEM NO		ACTION
	<p><u>Welcome by the Chair</u></p> <p>Paul Archer introduced himself to Members and advised of Carol Bott's apologies.</p> <p>Members were asked to introduce themselves to the rest of the Group.</p>	

1.	<p><u>Apologies for Absence</u></p> <p>Apologies received were noted as above.</p>	
2.	<p><u>Minutes of Previous Meeting (Tuesday 28 April 2015)</u></p> <p>Minutes of the meeting held on Tuesday 28 April 2015 were agreed as a true and accurate record.</p> <p>With the exception of:</p> <p>Agenda Item 2. Minutes of Previous Meeting to read:</p> <p>Minutes of the meeting held on Tuesday 24 February 2015 were agreed as a true and accurate record.</p> <p>CW informed Members that on the back page, Action Sheet, amendments had been made on the Item No/Page No.</p> <p><u>Matters Arising from the Minutes</u></p> <p>Complaint Final Response Letter</p> <p>Concern has been expressed over the poor performance in achieving the Trust standard that complaint response letters should be completed within 25 working days. This concern was discussed at the Board Meeting in June 2015, Cheryl Etches informed executive colleagues that she will be undertaking a check and challenge meeting with the complaint investigation handler to determine if the breach was avoidable or not. The Complaints Department is currently having discussions with Datix to see if the system can automatically generate reminders to Directorates and the Complaints Department. There is a strong commitment to improve on this position.</p> <p>Members were advised that the next quarter report should see improvements.</p> <p>Social/Complex Cases - Cannock</p> <p>PA advised Members that he would speak to Carol Bott and would contact Helen Reed regarding the criteria.</p> <p>Appointment times</p> <p>PA advised that he would speak to CB regarding early appointment times for patients in residential care.</p>	<p>PA</p> <p>PA</p>

	<p>Central Care Record Updates</p> <p>PA informed Members that he will speak to CB regarding the Central Care Records Updates.</p> <p><u>Healthwatch Update</u></p> <p>TC informed Members that both Healthwatch and the Royal Wolverhampton NHS Trust are liaising more closely to ensure better patient feedback. A meeting has recently taken place between Healthwatch and Patient Experience Team, plans for regular meetings has been discussed and agreed.</p> <p>TC asked for clarification on what the Forum is expecting from Healthwatch at each of the meetings. It was suggested that TC provides a presentation to the Forum at the next meeting on 29 September 2015.</p> <p>TC advised Members that there have been 5 new members to the Team.</p> <p>Healthwatch is focussing on listening to what people are saying - priority areas are Cannock, Maternity and Urgent Care.</p> <p>A concern for Healthwatch is that people are still not aware about them as an organisation; although it was established in 2013 people still think of it as LINK.</p> <p>Discussion took place about the way in which Reception staff, in particular, speaks to patients/visitors. The Trust has recognised a need for Customer Care Training, CB is currently looking into this. A Member asked if there was anything like a "Mystery Shopper" that monitored customer care within the Trust.</p>	<p>PA</p> <p>CB</p>
<p>4.</p> <p>5.</p>	<p><u>CQC Visit</u></p> <p>Members were informed that the visit took place 2-5 June 2015, at the height of the Inspection there were 100 Inspectors within the Trust, including NX, WP, Cannock and some Community units. The Inspectors were here for the 4 days and around 1,700 documents were provided. The CQC informed Managers that they were legally entitled to undertake an unannounced inspection within 2 weeks of the first Inspection. Inspectors visited the hospital on the Monday of the second week during the early evening/night and visited some Wards. Feedback has been limited although comments from the first visit included staff were engaged in the process and were extremely welcoming, committed and caring. Feedback from the 2nd visit was that one Inspector commented on fire doors, the Trust has sought independent advice from West Midlands Fire Service and</p>	

<p>6.</p>	<p>the information is being fed back to the CQC. The Trust is not in breach of any regulations.</p> <p>A Member asked about Cannock Chase Hospital and the CQC Visit, PA replied that the hospital was inspected as part of the wider Trust review although the CQC had asked for specific information relating to the period just before the site transferred to RWT.</p> <p>PA informed Members that that the CQC published a National Inpatient Survey report on 21 May 2015 which can be found on the CQC website. The Royal Wolverhampton NHS Trust surveyed 850 patients. PA advised Members that he is currently working through the results, determining whether patient satisfaction has changed question by question from the previous survey, if there has been a deterioration this can be flagged to the relevant Directorates and Management Teams. An Action Plan will be put in place and considered at one of the Quality Meetings.</p> <p>A Survey relating to Children's inpatient/day care services will be published in the next couple of months. Survey forms have been sent to the CQC.</p> <p>A further Inpatient Survey will be published in March 2016, approx. 1,300 questionnaires will be sent out covering the different sites which make up the Trust, this will provide more analysis to pass onto individual Wards.</p> <p><u>Cannock Hospital Update</u></p> <p>Members were informed that the transfer of services is going as planned. Staff have transferred over to RWT without too many problems.</p> <p>The Endoscopy Unit opened at the beginning of the year with no problems reported.</p> <p>A Member expressed her concern over the Paediatric Unit at Cannock who advised that a colleague had informed her that the Unit was not child friendly.</p> <p><u>Bus Update</u></p> <p>The Bus Service X68 that runs between Wolverhampton and Cannock was discussed, concerns were raised that the bus maybe withdrawn if there is a lack of use. Members suggested they could survey the use of the bus.</p> <p>Concerns were also raised about the high cost of taxis from Wolverhampton to Cannock.</p>
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<p>7.</p>	<p>Members were advised that the intention is that there will be more elective Orthopaedic surgery scheduled at Cannock Hospital.</p> <p>A Member wished to inform the Forum of his positive experience at Cannock, he underwent an operation with no waiting, he was sent home after 3 days with plans in place for recovery.</p> <p>Healthwatch advised the Forum that they will seek patient feedback from Cannock Hospital to gain updated information.</p> <p>A Member wished to take the opportunity of informing the Forum about the positive patient experience he received at New Cross.</p> <p>Another Member, JT, handed to Members a cut out of her positive story that was printed in the Express and Star on 23 May 2015.</p> <p><u>Patient Experience Report Update</u></p> <p>The Report was presented at the Trust Board Meeting in June 2015.</p> <p>It was reported that there is poor compliance with complaint response times.</p> <p>Information provided on the Friends and Family Test included 21 Wards where 90% or above would recommend to Family and Friends. 5 Wards had 75% or below – discussions were on-going with the Ward Managers to agree improvement actions.</p> <p>PA commented the Trust uses a number of different approaches to obtain the views of patients / relatives including text message services and comment card. The analysis of the results is undertaken by an independent third party. Feedback to the Ward Sister/Manager is always given for action to be taken.</p> <p>The comment box is also a valuable opportunity for patients to thank Volunteers for their valuable commitment.</p>	
<p>8.</p>	<p><u>Future Agenda Items</u></p> <p>Healthwatch Presentation- TC Urgent and Emergency Care Centre Update – Project Manager Visit for Members to new Urgent and Emergency Care Centre</p>	
<p>9.</p>	<p><u>Any Other Business</u></p> <p>Pharmacy Leaflet</p> <p>Members were asked to comment on the Information leaflet. An</p>	

<p>10.</p>	<p>explanation of the purpose of the leaflet was given and Members were asked to pass on their views regarding its presentation/language used. To facilitate the review PA agreed to email a copy of the leaflet to members present.</p> <p>Colour Schemes</p> <p>PA passed round to Members colour charts that the Trust has been using for re-decorating. Members were asked to give their views regarding the colour schemes used; Members advised that they liked them.</p> <p>Patient Experience Strategy</p> <p>This document was approved in September 2013 and will expire March 2017; PA advised Members that now is a suitable time review the document. Members were asked to look at the document and give their thoughts/ideas on what to include i.e. good customer care. PA will email the document to Members and send by post to those who are unable to receive email.</p> <p><u>Date and Time of Next Meeting</u></p> <p>Tuesday 29 September 2014 2.00-4.00 pm Meeting Room, West Park Hospital</p>	<p>PA</p> <p>PA</p>
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ACTION SHEET

ITEM NO.	PAGE NO.	ACTION HEADING	ACTION BY	ITEM CLOSED
	6	Pharmacy Leaflet	PA	
		Terms of Reference	CB	
3	2	Social/Complex Cases	PA/CB	
3	3	Appointment times for patients in residential care homes	PA/CB	
3	3	Central Care Update Records	PA/CB	
SUGGESTIONS FOR FUTURE AGENDA ITEMS				
		Healthwatch Presentation (September 2015 meeting)	TC	
		Urgent and Emergency Care Centre Update and Visit for Members	Project Manager	
		Membership	CB	