

THE ROYAL WOLVERHAMPTON NHS TRUST

Minutes of the Patient Experience Forum held on Tuesday 28 April 2015

Date	Tuesday 28 April 2015
Venue	Meeting Room, Cannock Chase Hospital
Time	1.30 pm – 3.15 pm

Present:

Judith Davis (JD)
Jan Steadman (JS)
Brian Bradburn (BB)
Pat Burton (PB)
Barry Roberts (BR)
Tracy Cresswell (TC)

Clair Worrall (CW)

Role:

PALS/Complaints Services Manager
Volunteer PALS Department
Patient Representative/PACT
Patient Representative
Patient Representative
Community Engagement Co-ordinator, Healthwatch
Minute Taker

Apologies:

Pat Roberts (PR)
Jean Timmins (JT)
Lisa Flanagan (LF)
Mary McCoy (MM)
Barry Appleby (BA)
Maureen de Silva (MS)
Pat Watton (PW)
Brian Fereday (BF)
Sue Higgs (SH)
Carol Bott (CB)

Role:

WCCG
Patient Representative
Ward Manager, Division 1
Patient Representative
Patient Representative
Governor Representative
Governor Representative
Patient Representative
West Park User Group
Head of Patient Experience/Chair

	<p>Members caught the X68 bus to Cannock Chase Hospital from New Cross Hospital.</p> <p>On arrival at Cannock Chase JD gave Members a guided tour around the Hospital, as this was their first visit to the Hospital.</p>	
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ITEM NO		ACTION
	<p><u>Welcome by the Chairperson</u></p> <p>JD welcomed Members to the meeting.</p>	
1.	<p><u>Apologies for Absence</u></p> <p>Apologies received were noted as above. JD informed Members of the Chair's apologies.</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><u>Matters Arising from the Minutes</u></p> <p>Cannock Chase Hospital – Transport</p> <p>A Member expressed his concern over the high cost of taxis mentioned in the previous minutes. JD advised that patients are able to pay for taxis if unable to get to Cannock Hospital by bus and are able to claim the costs back afterwards.</p> <p>JD informed Members that CB has spoken to Elaine Roberts, Patient Services Manager, and will report back to the next meeting she is attending. Concerns that have been raised by individual patients are being dealt with by Elaine Roberts.</p> <p>Members suggested that the car park charges and weekly ticket information be included on letters that are sent out by the hospital. JD informed members that she would take this suggestion to the Arts and Wayfinding Sub-Group and will update the members before the next meeting.</p> <p>The number of passengers using the service has been very low. Members were advised that the service may be stopped and an alternative arrangement put in place.</p> <p>No new formal complaints have been received regarding Cannock since they came under the remit of RWT, although 12 formal complaints have been received which are historical.</p> <p>Members discussed their concerns over the criteria for which hospital patients attend for their orthopaedic procedures. JD informed members that she would get feedback from Katy Thorpe,</p>	JD
3.		

<p>4.</p>	<p>Group Manager for Trauma and Orthopaedics and report back. She also advised that she will report back regarding new services which have been transferred to Cannock once she has attended the Senior Managers Briefing.</p> <p>Patient Experience Forum Group</p> <p>Discussion took place about the Patient Experience Forum: that it is moving forward and will become more pro-active. As a group, members will be encouraged to become more involved and have a voice for wider service users.</p> <p>JD informed members that discussions have taken place regarding the Patient Experience Forum being kept up-to-date by receiving a newsletter.</p> <p>Directorate Final Responses</p> <p>JD explained the formal complaints process to the members. She advised that there is room for improvement and that discussions have taken place with regards to the Directorates receiving a reminder for final response dates and being more accountable for managing their complaints.</p> <p>It was suggested that the Directorates would receive 2 reminders through diary invitation, trialled for 6 months initially.</p> <p><u>PLACE Inspection</u></p> <p>J Steadman, B Bradburn and C Worrall participated in the PLACE Inspection at New Cross Hospital on Wednesday 15 April 2015. JD advised that she had not yet received formal feedback, but did say she understood that it had been a positive inspection and that there had been nothing too surprising.</p> <p>JD informed members that the Trust Development Agency had undertaken an announced visit, the results of which were not too encouraging. However, this is not the norm and was put down to a 'blip' as cleanliness standards across the Trust are normally very high. They have recently come in again with an announced visit and were happy with what they had seen and the remedial action taken.</p> <p>A Member raised his concern over the steps between Fracture Clinic and Outpatients. There is a gate at the top of the steps; due to this the handrail does not go to the top of the steps and the gate opens towards the person. JD advised she would take a look at this.</p>	<p>JD</p> <p>JD</p>
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<p>5.</p> <p>6.</p>	<p>Another concern raised was that a Police poster near A & E is dated 5 March 2008, JD advised she would check and action.</p> <p><u>HealthWatch Update</u></p> <p>Tracey Cresswell was in attendance from HealthWatch, she advised that there has been a lot of staffing changes at HealthWatch. Donald McIntosh is now the Chief Officer.</p> <p>TC informed Members that HealthWatch is working with New Cross Hospital to undertake an Interim Review regarding the Cannock Hospital transfer.</p> <p>TC advised Members that HealthWatch has produced a report regarding the 'Enter and View' undertaken in A&E which can be found on their website.</p> <p>Discussion took place regarding the Phoenix Walk-In Centre following concerns about the process for patient's waiting time to see Doctors. The use of number calling was suggested, but it was agreed that this system would not be suitable as patients are seen by priority of illness.</p> <p>TC informed Members that HealthWatch has recently carried out a survey about the use of the new bus service to Cannock Hospital. Unfortunately, not many people were surveyed. The survey was carried out on four different dates at various times. Once the report has been finalised TC will send a copy of the report to JD.</p> <p>TC advised that HealthWatch will be undertaking a review in the near future where they will be going onto the wards; this will be an announced visit.</p> <p>A member wished to take the opportunity to say that his patient experience and the treatment he received in the Beynon Centre was good (he was under the care of Mr Simons).</p> <p>TC advised that she will be putting on an event on 12 May 2015. She also has plans for a 'Pop-Up Shop' in Wolverhampton on 12 June and will be inviting different community groups and health departments to have a table at the event.</p> <p><u>CQC Visit</u></p> <p>JD informed members that there will be announced visit from the CQC during the first week in June (2nd to 5th). The CQC have requested information in advance of the visit, and have so far received in excess of 700 documents. They will be looking at press cuttings and speaking to patients and service users. By the time the CQC visit the RWT they will have the majority of the information</p>	<p>JD</p>
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	<p>they require.</p> <p>Preparations are taking place before the visit in the form of CQC Briefings and Meetings which Heads of Departments are attending and reporting back to their staff. The Executive Management Team are also putting on meetings where their message is consistent, to be engaging and welcoming.</p> <p>JD advised that the Patient Experience Team will be visited concerning complaints and the process of raising a complaint.</p> <p>Whilst touring Cannock Hospital, a member wished to point out how informative the cleaning schedules located outside every area were. Whereas there appeared to be a lack of consistency at New Cross Hospital. JD will liaise with Lindsay Ibbs-George.</p> <p>JD informed Members that the West Midlands Quality Review Service (WMQRS) had been to see her to discuss Patient Experience and Complaints. The initial feedback received was positive.</p> <p>7. <u>Cannock Hospital Update</u></p> <p>See Item 3.</p> <p>8. <u>Future Agenda Items</u></p> <p>Please see Action Sheet.</p> <p>9. <u>Any Other Business</u></p> <p>JD asked Members to advise if they have any strategic suggestions regarding the way forward for the Group.</p> <p>Minutes of the Patient Experience Forum Group are now available on the Internet for public access.</p> <p>10. <u>Date and Time of Next Meeting</u></p> <p>Tuesday 30 June 2015 2.30pm-4.30 pm Room 6, WMI, New Cross Hospital</p>	<p>JD</p>
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ACTION SHEET

ITEM NO.	PAGE NO.	ACTION HEADING	ACTION BY	ITEM CLOSED
		Cannock – Visit by Members using public transport	CB	ITEM CLOSED
		Terms of Reference	CB	DEFER
		Car Park Charges	CB	
		TVs on Wards	CB	ITEM CLOSED
		Problems with Drips	CB	ITEM CLOSED
3	3	Complaints – Directorate Final Responses	CB/JD	
		Helen Reed - Criteria, Social/Complex Cases	CB	
SUGGESTIONS FOR FUTURE AGENDA ITEMS				
		Appointment times for patients in residential care homes, NSL provider	E Roberts	
		Update on Cannock	H Cook	
		CQC Action Plan		
		Central Care Record Updates		
		Membership	C Bott	