

WOLVERHAMPTON NHS TRUST

Minutes of the Patient Experience Forum held on

Tuesday 6 September 2016

Date	Tuesday 6 September 2016
Venue	Conference Room, Cannock Hospital
Time	1.30 pm – 3.15 pm

Present:

Alison Dowling (AD)
Judith Davis (JD)
Jan Steadman (JS)
Sue Beresford (SB)
Bryan Bradburn (BB)
Elizabeth Learoyd (EL)

Sandra Roberts (SR)

Clair Worrall (CW)

Role:

Head of Patient Experience/Chair
Patient Experience Team Manager
Volunteer – PALS Department
Volunteer
Public Member
Engaging Communities,
Staffordshire
Divisional Manager Estates
and Facilities
Minute Taker

Apologies:

Tracy Cresswell (TC)

Lewis Grant (LG)
Rose Baker (RB)
Jean Timmins (JT)
Bhajan Devsi (BD)
Clair Hobbs(CH)

Role:

Community Engagement
Co-ordinator, Healthwatch
Divisional Manager Surgery
Head of Nursing
Patient Representative
Representative, BME Community
Head of Nursing Division 1

ITEM NO		ACTION
	AD introduced herself and welcomed Members to the meeting. Members introduced themselves to the rest of the Group. Elizabeth Learoyd from Engaging Communities, Staffordshire, was welcomed to the meeting.	

<p>1.</p> <p>2.</p> <p>3.</p>	<p>The Chair declared the meeting as not quorate. In accordance with the Patient Experience Forum Terms of Reference, it was decided that the meeting takes place. Agenda items to be discussed by Members in attendance but 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 12 July 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>Item now removed from action sheet.</p> <p>Patient Experience Team</p> <p>AD reported that due to the building development continuing in the Mander Centre, there is not enough space to hold a RWT Patient Experience Event there at present. AD is exploring usage of the Wulfrun Centre. Tracy Cresswell, Healthwatch has provided AD with details.</p> <p>AD informed Members that the Patient Experience Team within the Trust currently has vacancies and will be recruiting in the near future and a re-structure of the Team will be taking place. A member was interested to find out how many staff members there are in the Team, AD reported that there should be 10. One post is a full time role with half the post for PALS and the other for Equality and Diversity, due to workload of the Equality and Diversity post, the member of staff has been unable to support the PALS Team, this should improve over the next month or so. At present only two Members of staff deal with PALS enquiries. The volume of PALS queries for a year is approximately 2,000 with 400 complaints. Patients/Relatives with concerns are also able to drop into the Patient Information Centre where their concern can be dealt with for an immediate response.</p> <p>Discharge Lounge</p> <p>AD informed Members that she has spoken to senior staff and have agreed that it is not ideal for patients to sit in their nightwear on discharge. Some patients are admitted into</p>	<p>Chair</p>
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4.	<p>hospital without provisions and staff always try to contact relatives.</p> <p>AD reported that in reality there are not many complaints regarding the discharge lounge and the Friends and Family responses are positive.</p> <p>The bedside folder is currently being re-designed and is out for consultation, feedback responses are being taken on board.</p> <p>Handrail by old A&E</p> <p>This is now resolved and the item is closed.</p> <p>Signage by old A & E</p> <p>AD reported that she has looked at the signage throughout the area and advised Members that it is clear. It was suggested that visitors are used to where A & E was that it is still new to them where the new UECC is located, it will take time for visitors to get used to the new location.</p> <p>PLACE Inspection (Patient Led Assessment of the Care Environment)</p> <p>AD has met with Lindsey Ibbs-George. AD thanked all for being involved in the PLACE inspections. SR suggested that it would be useful to seek the views of those who support the Inspection regarding the practicalities of future Inspections at New Cross, it is the perception of those undertaking the task who are able to give a clear picture. It was suggested that the number of people undertaking the Audit could be increased. The Audit is carried out by patient representatives with a member of Trust staff recording scores, this Audit is unannounced beforehand. EL expressed her interest in being involved in forthcoming Inspections. Members have any comments could they please pass them to AD/CW. There are no concerns with PLACE Inspections at Cannock Hospital and West Park Hospital.</p> <p>It was reported that the recent Inspection went well and the Trust has retained it's scores.</p> <p><u>Healthwatch Feedback</u></p> <p>JD reported that she has met with TC regarding specific issues and the liaison between organisations is positive.</p>	Members/ Chair
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5.	<p>NL reported that there has not been as many complaints about RWT this month and positive experiences had been reported at Cannock in the Rehabilitation Unit.</p> <p>Healthwatch have received enquiries regarding the new shuttle service and its accessibility between sites, it was suggested that Healthwatch advise on the number of enquiries they receive. A member raised concern regarding the number of people on the shuttle bus. The size of the vehicle provided has been based on the figures provided when the bus service was in use. The shuttle service is also primarily for patient use.</p> <p>A visible notice will be put on the shuttle bus to give an awareness to people using it. Wheelchair/pushchair access was also mentioned. A seating area for passengers whilst waiting for the bus would also be beneficial.</p> <p>AD reported that she will provide clarity regarding what is offered at Cannock in terms of A & E/Services.</p> <p><u>Car Parking Update</u></p> <p>Online Payment</p> <p>SR reported that the system to offer online payment for parking in advance is now available. PG has tested this out personally and information about the system will be communicated to the public.</p> <p>Multi-Story Car Parking Provision</p> <p>The report has not yet been received from the Consultants. This project sits on the capital programme for 2019/2020. This is a long process in terms of planning permission and priorities. The acknowledgement that there is a need to expand is reassurance. Currently there are seven locations being looked at to locate a multi-story, the key issue is the public interest and the impact on residential areas. It was agreed that this item be taken off the agenda until there is more to report.</p> <p>Car Parks – Cost of parking</p> <p>This is currently under review for patients, visitors and staff. Discussions are taking place with the Chief Executive.</p> <p>HTM Guidelines are followed and other Trusts in the region are looked at to provide a benchmark for charges.</p>	<p>SR/Chair</p> <p>Chair</p>
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<p>6.</p> <p>7.</p>	<p>A Car Park Policy is currently being written for patients, visitors and staff.</p> <p>Cannock</p> <p>It was reported that changes to transfer the car park next to the council building into a public car park has not been approved.</p> <p>The utilisation of the exit at the rear of the Hospital is currently being looked into. The potential for it to become an entrance to the site is currently going through planning permission. The drop-off point under the bridge is a concern due to the volume of traffic, consideration to make it into a Disabled/Drop off only is being looked into.</p> <p>UECC Pick up/Drop off</p> <p>It was reported that there is no evidence that this is currently being used as a taxi rank.</p> <p>The CCG have raised the question why there is no taxi rank at RWT, as it was thought that this would provide a better patient experience. Discussion took place and it was thought that this would not be beneficial as patients/visitors would need to walk from one end of the site to another.</p> <p><u>Ophthalmology Leaflets</u></p> <p>A number of Ophthalmology leaflets had been distributed to Members of the Forum for their feedback. No responses have been received from Members. Members at the meeting raised some concerns and it was suggested that comparison be made with leaflets in other Trusts.</p> <p><u>Forum Group Membership</u></p> <p>AD reported that invitations are sent to an extensive list of Members but numbers in attendance at the meetings are dwindling. The RWT webpage includes information on patient and public engagement and membership of the Forum group. NL will raise at the Cannock Chase Health Scrutiny Committee meeting.</p> <p>AD will speak with Eleanor Morris, Volunteers Services Co-ordinator regarding possible volunteer interest and to see if membership could expand through the vertical integration. It was also suggested that students in Colleges may be interested. Discussion took place regarding volunteers who provide patient stories becoming a Member.</p>	<p>Chair</p>
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8.	<p><u>Future Agenda Items</u></p> <p>Members to inform CW of any future agenda items.</p>	
9.	<p><u>Any Other Business</u></p> <p>Volunteering/Friends and Family Test</p> <p>AD informed Members that the Volunteer Award Event this year will be a joint event with the Trust Charity as it celebrates 20 years. The event will take place on 22 November 2016. AD wished to take the opportunity to thank all Volunteers for their support.</p> <p>The list of current volunteer opportunities available in the Trust was read out and the number of active volunteers at present is around 500.</p> <p>The Friends and Family Test has been set as CQUINS for the Trust and the evidence provided enables improvements for the patient experience. This is a very busy time for the Patient Experience Team and AD is confident that the Trust will be successful in meeting its targets around the Friends and Family implementation. Departments are actively promoting the FFT as awareness is raised within the Trust.</p> <p>JS, Volunteer for Friends and Family informed Members that she was aware that a gentleman with poor vision received a text regarding FFT. AD advised that people can opt out of this option.</p> <p>Concern was raised regarding a patient receiving a letter and then receiving a text with the location of the appointment being different. Members were informed that this has now been addressed.</p>	
10.	<p><u>Date and Time of Next Meeting</u></p> <p>Tuesday 29 November 2016 1.30 – 3.30 pm Room 7, WMI, Building 11, New Cross Hospital</p>	

ACTION SHEET

ITEM NO.	PAGE NO.	ACTION HEADING	ACTION BY	ITEM CLOSED
3	2	Patient Experience Team	Chair	
3	3	PLACE Inspection	Chair/Members	
4	4	Healthwatch	SR/Chair	
5	4	Multi-Story Update		REMOVED
7	5	Forum Group Membership	Chair	
SUGGESTIONS FOR FUTURE AGENDA ITEMS				
		Pharmacy Labels (no further information received)		