

WOLVERHAMPTON NHS TRUST

Minutes of the Patient Experience Forum held on

Tuesday 29 November 2016

Date Tuesday 29 November 2016
Venue Room 7, WMI, New Cross Hospital
Time 1.30 pm – 3.30 pm

Present:

Judith Davis (JD)
Jan Steadman (JS)
Sue Beresford (SB)
Bryan Bradburn (BB)
Sandra Roberts (SR)

Bhajan Devsi (BD)
Amanda Griss (AG)
Barry Roberts (BR)
Clair Worrall (CW)

Role:

Patient Experience Services
Manager (Chair)
Volunteer – PALS Department
Volunteer
Public Member
Divisional Manager Estates
and Facilities
Representative, BME Community
Patient Representative
Public Member
Minute Taker

Apologies:

Alison Dowling (AD)
Elizabeth Learoyd (EL)

J Steward (JS)
Tracy Cresswell (TC)

Role:

Head of Patient Experience/Chair
Engaging Communities,
Staffordshire
Healthwatch
Community Engagement
Co-ordinator, Healthwatch

ITEM NO		ACTION
	The Chair thanked everyone for attending who introduced themselves to the rest of the Group. AG and BD were welcomed to the meeting.	

	<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>1. <u>Apologies</u></p> <p>Apologies received as above.</p> <p>2. <u>Minutes of Previous Meeting (Tuesday 6 September 2016)</u></p> <p>Were agreed as a true and accurate record, the only amendment was on page 6, Date and Time of Next Meeting – to remove Conference Room, Cannock Hospital.</p> <p>3. <u>Matters Arising from the Minutes</u></p> <p>Handrail – corridor by old A&E</p> <p>BR raised his concern that there was no handrail on the first ramp on corridor near to the old A & E. SR advised that she had checked this herself, she will ensure that this work is carried out. Outcome to be reported back to next meeting.</p> <p>Trees near to entrance on Wolverhampton Road</p> <p>Members raised their concern regarding the trees overhanging the pavement as leaves that have fallen are a major concern as they are a hazard for people walking. It was discussed that the priority is to remove the leaves. AG advised that she would take photographs and tweet the Local Council. SR reported that she will take this forward.</p> <p>Patient Experience Team</p> <p>It was reported that there are still plans to still hold a pop-up shop in Wolverhampton to provide public awareness about the work of the RWT Patient Experience Team. It was suggested that a couple of sessions could be held in partnership with Healthwatch.</p>	<p>SR</p> <p>SR</p>
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	<p>PLACE Inspection</p> <p>Discussion took place about the PLACE Inspection process, it was confirmed that members of staff who support the Volunteers on the Inspection Day have no input into decision making. Discussion also took place regarding curtains around patient beds, whether material or disposable curtains are used.</p> <p>Lindsey Ibbs-George, who is responsible for the organisation of the PLACE Inspection is in the process of completing an Action Plan. AD will report any additional information at the next meeting.</p>	
4.	<p><u>Healthwatch Feedback</u></p> <p>JD reported that Healthwatch had submitted their apologies for the meeting. Elizabeth Learoyd has replaced Donald McIntosh as Chief Officer. A meeting has been set up between JD, AD to formalise a way forward of joint working between Healthwatch and the Patient Experience Team. Feedback from the meeting will be given at the next PEF meeting.</p>	Chair
5.	<p><u>Car Parking Update</u></p> <p>It was reported that there was nothing additional to report on from the last meeting so this agenda item would be deferred to the next meeting.</p> <p>Discussion took place regarding Disabled Parking, which had been raised as a PALS concern. SR reported that additional disabled car parking spaces are currently being identified by Pete Gibbons.</p> <p>Additional concerns raised by Members are:</p> <p>Drop kerbs for wheelchair access Accommodation of chairs in waiting area of A&E (access for wheelchairs/pushchairs) – JD to speak to A&E Inability of patients being able to hear their name called whilst waiting in A&E Removal of speed bump for better accessibility</p>	Chair
		JD/Chair

	<p>Multi-Story Car Parking Provision</p> <p>SR reported that the site has been surveyed, there are many factors and considerations to take into account. This project sits on the capital programme for 2019/2020. It was agreed that this item be taken off the agenda until there is more to report.</p>	
6.	<p><u>Scooter Leaflets</u></p> <p>Members looked at the draft scooter service leaflet and poster and approved them. Members were in agreement that this is a very good service which is offered. Costs for the running of the scooter are met by the Patient Experience Team.</p> <p>Following discussion the following concerns were raised:</p> <p>South Entrance does not have telephone access to call for the scooter Patients who are directed to Pathology from Outpatient One for blood tests have a long way to walk Times of blood testing services – JD will liaise with Graham Danks</p>	JD
7.	<p><u>Future Agenda Items</u></p> <p>JD advised Members that the format of the PEF meeting is not to discuss personal single ticket issues.</p> <p>JD to contact Head of Education and Training re AG expression of interest.</p> <p>Vertical Integration</p> <p>It was reported that the Patient Experience Team will be taking over the management of Complaints/PALS concerns of the surgeries that have been/will be vertically integrated with RWT. Staff from the Team will provide training about the Complaints process.</p> <p>It was suggested that a guest speaker be invited to the next meeting to talk about Vertical Integration.</p> <p>Cannock Services</p> <p>It was reported that positive experiences/reports have been received by patients who have attended Cannock Hospital.</p>	JD

8.	<p><u>Any Other Business</u></p> <p>BD wished to express feedback from a relatives stay in hospital that it was good. It was suggested that TVs should be available for patients on all wards and it would be useful for patients to be aware of which roles staff are in relation to the uniform they wear, JD confirmed that this information is being included in the new Bedside Folder which is currently in draft form. Members asked if the funding of TVs could be sought from the charitable fund to put one in the ward bays, JD to action.</p> <p>It was also discussed that it would be interesting for a speaker from the CCG to attend one of the PEF meetings.</p>	<p>JD</p> <p>JD/Chair</p>
9.	<p><u>Date and Time of Next Meeting</u></p> <p>Tuesday 31 January 2016 1.30 – 3.30 pm Room 1, WMI, New Cross Hospital</p>	

ACTION SHEET

ITEM NO.	PAGE NO.	ACTION HEADING	ACTION BY	ITEM CLOSED
3	2	Handrail – old A & E	SR	
3	2	Trees – W'ton Road	Chair/Members	
3	3	PLACE Inspection	Chair	
4	3	Healthwatch	Chair	
5	3	Car Parking Update	JD/Chair	
6	4	Scooter leaflets	JD	
8	5	TV's on Wards	JD	
SUGGESTIONS FOR FUTURE AGENDA ITEMS				
		Vertical Integration – speaker to be invited	JD/Chair	
		CCG – speaker to be invited	JD/Chair	