

1.	<p><u>Apologies</u></p> <p>Apologies received as above.</p>	
2.	<p><u>Minutes of Previous Meeting (Tuesday 29 November 2016)</u></p> <p>Were agreed as a true and accurate record.</p>	
3.	<p><u>Matters Arising from the Minutes</u></p> <p>Handrail – corridor by old A&E</p> <p>A Member raised his concern that the handrail was still missing, AD and Member to arrange to look at the location, AD will take forward to the next meeting.</p> <p>Trees near to entrance on Wolverhampton Road</p> <p>AG advised that she did take photographs but felt it was inappropriate to tweet them to the Council. SR advised at the previous meeting that she would look into the concern, AD will clarify the situation and take forward to the next meeting.</p> <p>PLACE Inspection</p> <p>AD has discussed with Lindsay Ibbs-George regarding the practicalities and duration of future inspections at New Cross. It was agreed that future Inspections at New Cross would be looked at to ensure Volunteers are able to carry out the Inspection appropriately and with ease. Healthwatch expressed that they would like to be engaged in the Inspection if possible, AD to speak to LI-G. It was also suggested that LI-G speak to Eleanor Morris, Volunteer Services Co-ordinator.</p> <p>Scooter Leaflets</p> <p>This item is now complete.</p> <p>TV's on Wards</p> <p>JD will speak to Leanne Bood, Charity Co-ordinator regarding charitable funds sourcing the expense. It was noted that this is a wider Trust topic and should be discussed with Matrons and Senior staff. Concern also that TV's are available on some Wards and not others.</p>	<p>AD</p> <p>AD/SR</p> <p>AD/LI-G</p> <p>JD</p>

<p>4.</p>	<p><u>Healthwatch Feedback</u></p> <p>A meeting set up between Healthwatch and Patient Experience scheduled for 16 February 2017 was clarified.</p> <p>Healthwatch reported that they have recently done a pop-up week in Wolverhampton with a view to doing another one in April, EL will pass details on to AD with a view to it being a joint venture.</p> <p>Healthwatch discussed an issue that had been raised regarding the discharge of a patient at Cannock, the patient was sent home with a neurological concern. There was a lack of communication regarding follow-up with District Nurses and Physiotherapists. EL suggested that the Chair of the Staffordshire Neurological Alliance be invited to the next PEF Meeting.</p> <p>Healthwatch have recently carried out an Entry/View on a Ward at New Cross and will share the report when available.</p> <p>A drop in advice session has recently been held at Cannock Hospital for Elderly Mentally Infirm patients.</p> <p>It was reported that a patient who had visited the PALS Department at New Cross asking for complaints information and not been given advocacy guidance information, AD suggested that EL be invited to one of the Patient Experience Team Meetings to speak to staff about the provision of the advocacy information.</p>	<p>EL</p> <p>AD/EL</p> <p>AD</p>
<p>5.</p>	<p><u>Car Parking Update</u></p> <p>PG was not in attendance at the meeting but it was reported that additional signage regarding staff car parking has been implemented and enforcement will be rolled out. There is no update regarding public parking.</p> <p>Concerns were raised by members regarding patients using the pay machine on car park P3, it was felt that this can make people parking on this car park vulnerable and it was suggested that the machine be moved nearer to the UECC entrance.</p> <p>TC, Healthwatch informed Members that concerns are still being raised regarding visitors not monitoring their time of arrival and that some registration numbers are not being recognised.</p>	<p>PG</p>

6.	<p><u>Surveys</u></p> <p>AD informed Members that there are a number of surveys taking place in the Hospital at present. The Late Moves Survey is asking a random selection of patients who have experienced a move after 8.00 pm at night for non-medical reasons. From these questionnaires a positive patient story was highlighted.</p> <p>AD informed Members that she would feedback to members at the next meeting the outcome of the surveys.</p>	AD
7.	<p><u>FFT</u></p> <p>AD informed Members of the Friends and Family Test, that the Trust operates across all sites. The Trust is undertaking a considerable amount of work under CQUINS. Improvements made have had a 100% success rate for both quarters which included visual, hearing and children accessibility. FFT for different languages is currently in the promotional stage and will be on going for the rest of the year.</p> <p>When FFT was first rolled out some areas were mandatory, but all areas now undertake FFT to ensure compliance.</p> <p>A member asked the question regarding engaging patients who cannot read/write English and how the Trust is supporting and engaging this. An easy to read poster has been designed and iPads have been purchased for staff/volunteers to target key areas.</p> <p>The survey provider has agreed to realign to capture more inpatient feedback.</p> <p>The UECC Department are currently looking into ways in which the FFT and Children's FFT survey can be promoted.</p>	
8.	<p><u>Equalities Annual Report</u></p> <p>It was reported that the report has now ratified. The report contains workforce and patient experience data and is shortly to go on the Trust website. This is a key piece of work that identifies inequalities.</p> <p>A member raised the question regarding complaints from GP Practices who are now under Vertical Integration, these will now come through Trust complaints. JD and AD have met with Practice Managers to advise what is expected to enable consistency around complaints and to ensure that the tools are available for this to be implemented.</p>	

<p>9.</p> <p>10.</p>	<p>The Complaints leaflet is currently in the process of being re-designed to better capture patient information, once this is finalised, pull-up boards will be placed in VI Practices advertising PALS/Complaints. A live date is yet to be announced. NHS England will still be investigating existing complaints.</p> <p><u>Future Agenda Items</u></p> <p>The Chair clarified that the purpose of the Patient Experience Forum meeting is to assist in going forward in terms of the overall patient experience.</p> <p>If Members have any future agenda items could they please inform Clair Worrall on 01902 307999 ext. 8763.</p> <p><u>Any Other Business</u></p> <p>Shops within New Cross</p> <p>A member raised her concern regarding the fact that there is nowhere within New Cross that sells toiletries etc. which would be extremely useful for patients. It was noted that Boots sells over the counter medication.</p> <p>Patient Experience Team Location</p> <p>AD reported that the concern regarding the location of the Patient Experience Team Department has been acknowledged by senior staff and that consideration is being made for future relocation.</p> <p>Infection Prevention</p> <p>SR to confirm if disposable curtains are to be used.</p> <p>WC Facilities</p> <p>Concerns were raised regarding the toilets within New Cross and how often they are inspected as no soap was available when they used the facilities, it was reported that checks are carried out 3 times a day.</p> <p>Entrance to UECC</p> <p>It was noted that this entrance has a dirty appearance.</p>	<p>SR</p>
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	<p>Vertical Integration</p> <p>Jamie McMahon, Vertical Integration Project Lead informed Members of the Vertical Integration background. The aim is to improve patient care to bring GP Practices and the Hospital closer, therefore, improving patient access. There are currently 4 GP Practices over 6 sites, who have now become vertically integrated with 26,000 patients involved.</p> <p>The pathway is committed to getting the patient experience improved with the advantage of there being less of a divide between primary and secondary care. It was suggested that the Chair of the PPG Network Forum be invited to the next PEF meeting. Information regarding Vertical Integration can be found the RWT website.</p> <p>Patient Experience Forum</p> <p>AD discussed that in recent times the Patient Experience Forum has been suffering from the lack of attendees and meetings have not been quorate.</p> <p>The Trust has now decided to seek a new way forward and this will be in the form of the recruitment of a Council of Members rather than a Forum and members will have more of a strategic role in the patient experience aspect within the RWT.</p> <p>There will be a job description and Members on the database, currently 8,000 people will be invited to apply. A data cleanse and information gathering exercise will take place using the data base as this was originally implemented.</p> <p>It is anticipated that the completion for this recruitment process will be the end of May 2017, and the Patient Experience Forum will continue meeting until then. A Chair and Vice Chair will be appointed from the Council of members.</p> <p>AD wished to take this opportunity to thank Members of the Patient Experience Forum for their commitment and time and expressed that all would have the opportunity to apply for the member positions once advertised.</p> <p>Patient Experience - Complaints</p> <p>It was reported that an external audit of the complaints process is being commissioned over the next few days. An</p>	<p>Chair</p>
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11.	<p>audit carried out by the Trust was successful.</p> <p>A report is produced to see how complaints is performing, it was noted that compliance is now at 94% which has improved since March at 65%.</p> <p>Training and a review will be implemented for complaint handlers to look at the specifics regarding the standard of responses, where extensions are sought and if they are necessary. Findings will be reported back to Trust Board.</p> <p><u>Date and Time of Next Meeting</u></p> <p>Wednesday 29 March 2017 1.30 – 3.30 pm Meeting Room, West Park Hospital</p>	
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ACTION SHEET

ITEM NO.	PAGE NO.	ACTION HEADING	ACTION BY	ITEM CLOSED
3	2	Handrail – old A & E	Chair	
3	2	Trees – W'ton Road	Chair/SR	
3	2	PLACE Inspection	Chair	
3	2	TV's on Wards	JD	
4	3	Healthwatch	EL/Chair	
5	3	Car Parking Update	PG	
6	4	Surveys	Chair	
10	5	Infection Prevention	SR	
10	6	Vertical Integration	Chair	
SUGGESTIONS FOR FUTURE AGENDA ITEMS				
		CCG – speaker to be invited	JD/Chair	