



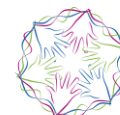
## THE ROYAL WOLVERHAMPTON NHS TRUST

### Minutes of the Council of Members held on Monday 29 March 2018 10.00-12.00midday

**Date** Monday 29 March 2018  
**Venue** Board Room (GO99)  
Building 12 (Corporate Services Building)  
**Time** 10.00-12.00midday

<b>Present:</b>	<b>Role:</b>
Alison Dowling	Vice Chair/Minute Taker
John Homer (JH)	COM member
Michael Hough (MH)	COM member
Eleanor Morris (EM)	Chair (Role currently on rotation)
Diane Vikmorovic (DV)	COM member
Vivienne Watson-Douglas (VWD)	COM Member
Andy Finch (AF)	COM Member

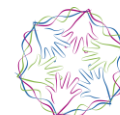
<b>Apologies:</b>	<b>Role:</b>
Bhajan Singh Devsi	COM member
Karen Bowley (KB)	Matron - Rehab and Ambulatory (representing Matrons Group)



ITEM NO		ACTION
1.	<p><b><u>Welcome and Introductions</u></b></p> <p>The Chair welcomed all to the meeting and thanked everyone for attending.</p>	
2.	<p><b><u>Apologies</u></b></p> <p>Apologies received as above.</p>	
3.	<p><b><u>Notes of Previous Meeting</u></b></p> <ul style="list-style-type: none"> <li>• Work Plan Progress</li> <li>• EDS2 event-went well, JH and DV helped to facilitate.</li> <li>• Maternity Survey – postponed work for now</li> <li>• ED Survey-JH supported. This was done in collaboration with Healthwatch. Results/analysis still to be provided/shared with members.</li> </ul>	Chair/AD
4.	<p><b><u>Matters Arising from Minutes of last meeting</u></b></p> <p>There were no matters arising.</p>	
5.	<p><b><u>Training</u></b></p> <p>EM informed the members that they would be required to attend Day 2 of the Trusts monthly induction training. The dates for this were circulated. Members were asked to email their preferred date.</p> <p>In addition EM made members aware of two types of Dementia Awareness Training which they could access and also possibly PCM (Process Communication Model) training.</p>	Members
6.	<p><b><u>Patient Story</u></b></p> <p>The members were made aware of a story which related to the tragic loss of life of a man through overdose and subsequent lack of local emergency ambulance capacity to bring him to the Emergency Department (ED). Within the story it was highlighted how a Police Officer drove the man to the ED and how the lack of available ambulances impacted on this at the time. This really brings home the current and national issue of bed blocking in the NHS.</p> <p>The members were emailed a link to view the Patient Story video via You Tube.</p>	



7.	<p><b><u>Patient Experience Quarterly Report</u></b></p> <p>AD presented to the members the last Patient Experience (PE) quarterly report which was presented to Trust Board in February b20185. AD explained to the members what is reported on and asked them to take the reports away, reflect on the information provided and feedback in the future if they felt that the patients and public would like to see any other information included in these reports.</p> <p>The members felt that there was a lot of information held here to digest and would like the opportunity to take these away and have a read.</p>	Members
8.	<p><b><u>Inpatient Surveys</u></b></p> <p>AD presented to the group the results of two in patient surveys – Children’s and Young People’s and Maternity. In reference to the Children’s and Young People’s survey there had been an action plan developed following concerns highlighted in the survey results.</p> <p>AD invited members to support the Trust by visiting the area(s) to monitor how/if the action plan objectives have been achieved since implementation.</p> <p>The members again felt that the reports were detailed and would like the opportunity to take them away and reflect on the information provided.</p>	Interested Members  Members
9.	<p><b><u>Recruitment and Promotion</u></b></p> <p>EM reported to the members what had happened since the last meeting in terms of further recruitment and promotion. The following had taken place:</p> <ul style="list-style-type: none"><li>• Promotion – The COM continues to be shown via desk top screen savers and a bulletin item in the weekly electronic staff bulletin. Senior staff have been told about the COM by AD in a recent monthly Senior Managers Briefing. In addition, there has been a report included in the recent Quarterly Patient Experience Report, which has been presented at Trust Board level.</li><li>• Recruitment – JH, DV and VWD had all contributed recently at ‘pop up’ recruitment stands within New Cross Hospital.</li></ul>	



10.	<p><b><u>AOB</u></b></p> <p>EM updated the members about the recent PLACE audit that MH and JH had contributed time to. The results from this come back around August. EM will keep the members updated.</p> <p>EM also informed the members that Matrons had been approached to join the COM meetings. Three Matrons has so far expressed an interest.</p> <p>There is an opportunity for members to sit on the Trust Policy Group and Leaflet Review Group. AD/EM asked the members to put themselves forward if interested.</p> <p>Finally, AD asked the members if any of them felt able to put themselves forward for the position of Chair or Vice Chair.</p> <p>Meeting then closed.</p> <p><b><u>Date and Time of next meeting</u></b></p> <p>25 May 2018 12:00 am - 14:00 pm, in <b>Board Room (GO99) Building 12</b> (Corporate Services Building)</p>	<p>EM</p> <p>Members</p> <p>Members</p>
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## ACTION LOG

ITEM NO	PAGE NO	ACTION HEADING	ACTION BY	ITEM CLOSED
5	2	E-mail to be sent ref Trust induction confirming available date	Members	
7	3	Members given copy of Patient Experience quarterly report to take away and feedback	Members	
8	3	Members to advise if they wish to visit children and young peoples and maternity departments to monitor	Interested Members	
8	3	Members given copy of children and young peoples and maternity surveys, Members to take away and feedback	Members	
10	4	EM updated members about the recent Place Audit. Members to be kept up to date	EM	
10	4	Members to advise if they would like to sit on policy or leaflet ratification group	Members	
10	4	Members to advise if they wish to be considered for the role of chair	Members	