

**Notes of the Council of Members meeting held
 on Wednesday 26 September 2018
 in the Board Room, New Cross Hospital**

Present

Role

Yasmine Booth (YB)	EDI Engagement Officer (Chair on rotation)
Sudi Nayyar (SN)	Note Taker
Eleanor Morris (EN)	Lead for Volunteering, Engagement, and Patient Experience
Geeta Patel (GP)	EDI Engagement Officer
John Homer (JH)	COM member
Bhajan Devsi (BD)	COM member
Carole Johnstone (CJ)	COM member

Also in Attendance

Role

Samantha McIntosh (SM)	Integrated Health and Social Care Manager (part)
Daniela Locke (DL)	Head of Workforce and Organisational Development

Apologies

Role

Diane Vukmirovic	COM member
Karen Bowley	Matron, Rehab and Ambulatory
Michael Hough	COM member
Andy Finch	COM member
Judith Davis	Deputy Head Patient Experience and Public Involvement
Alison Dowling	Head Patient Experience and Public Involvement

ITEM NO	NOTES	ACTION
1.	<p>Introductions were made. The Chair welcomed all to the meeting and thanked everyone for attending.</p>	
2.	<p><u>Apologies</u></p> <p>Apologies received as above.</p>	
3.	<p><u>Notes of Previous Meeting (25 July 2018)</u></p> <p>These were agreed with the following amendment: Carole's apologies to be noted.</p>	
4.	<p><u>Children and Young People survey finding and results</u></p> <p>DL presented survey findings and results, in summary key points were:</p> <ul style="list-style-type: none"> • The survey scored highly on communication. • Parents felt staff were friendly. • Some areas were decorated very nicely and in a child friendly manner, compared to other areas. • People can become a bit bored during discharge. • Parents felt the kitchen area was small and bringing food in to be prepared can be difficult sometimes, especially for different cultures and for parents whose children are on the ward long term. • Parents were not always aware of all menu options e.g., cultural foods, communication between staff and parents could be improved in this area. <p>DL advised that the survey uptake was good, the overall feedback was positive. DL thanked COM for their support and will send the survey results and findings discussed at today's meeting to COM electronically.</p> <p>DL advised that she will meet with the matron and senior nurse to develop suitable actions. The results will be presented to Trust Board possibly in November 2018.</p> <ul style="list-style-type: none"> • BD discussed his visit to the children's ward, he found the service was excellent, staff were friendly and the children seemed happy. They have a range of facilities such as; schooling, sensory area, soft play area which was very good for them, as a hospital environment can be difficult. Children seemed relaxed and happy rather than anxious, they seemed to enjoy their stay on the ward. 	DL

<p>5.</p> <p>6.</p> <p>7.</p> <p>8.</p>	<ul style="list-style-type: none"> • BD advised that there were communication issues with parents and staff, parents felt they needed clear and consistent information from doctors and staff, as they had conflicting information from both. • JH confirmed that there are a lot of facilities and discussed enhancing the healing environment (King's Fund). JH suggested that perhaps the Trust could improve further. <p><u>Matters Arising</u></p> <p>There were no new matters arising.</p> <p><u>Work Stream Talks</u></p> <p>JH discussed of one of his work streams (EDI steering group), in summary his update included the following:</p> <ul style="list-style-type: none"> • The Trust's equality objectives have been published on the website. • There is a possibility of staff stories in future. • Cultural Ambassadors are in place representing different ethnic groups within the hospital. • There is an upcoming event in November - Men's Health. <p><u>Patient Story</u></p> <ul style="list-style-type: none"> • A patient story was shown around positive care in the Care of the Elderly ward. The story reflected not only the patient's care but the care given to other patients. • BD commented how nice it was to see staff interacting with elderly patients, especially patients with Dementia. • JH commented how caring cannot be forced and advised that in his volunteering role ward A7 provides a good caring service. CJ advised that in her volunteering role ward C22 is the same majority of the time. • GP suggested it would be a good idea to maybe share this patient story with Dementia Action Alliance. • CJ mentioned whilst at an engagement session with GP at Cannock Hospital recently, they potentially identified a patient story. GP will follow this up. <p><u>Chair and Vice Chair Roles</u></p> <p>GP informed everyone that nominations for these roles are being sought, and roles will be for the next 6 months. All nominations are welcome.</p>	<p>GP</p>
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9	<p>When nominating another member, the group were reminded to check with the person they are nominating for their permission prior to putting them forward.</p> <p><u>Discharge and Social Care</u></p> <p>SM gave an overview of Health and Social Care Team, key points include:</p> <ul style="list-style-type: none"> • The team was integrated 5 years ago. • Agile working, non-one has a set desk and an electronic booking system is used. • Posts are joint funded (Local Authority and the Trust). • Health staff manage the flow across the service supporting patients on all sites. The team also include Age UK, Macmillian, Welfare Rights, Wolverhampton Homes, South Staffordshire social and discharge liaison staff. • Trusted Assessor for care homes to be based with team when recruited. • The Discharge to Assess programme has been running for nearly 12 months, the team are about to recruit to permanent triage post. • There are commissioning challenges in Wolverhampton and Staffordshire. <p>SM answered questions from members.</p>	
10	<p><u>Any Other Business</u></p> <p>10a) Flu Jabs</p> <p>EM advised the COM about the 2018 winter flu campaign in the Trust.</p> <p>10b) Volunteer Awards</p> <p>EM made COM members aware of forthcoming event of Trust Charity and Volunteers Awards.</p> <p>10c) Engagement Activities</p> <ul style="list-style-type: none"> • YB informed members that engagement sessions are ongoing, dates are regularly circulated. YB requested members to review their availability and confirm support where possible. 	

11	<ul style="list-style-type: none"> BD explained there would be a Community Engagement event around healthy lifestyles on 12 December where they would have promotion areas, trainers and advisors. BD to send information around this event and any other events to YB. 	BD
	<p>10d) COM Newsletter and Celebration Event</p> <ul style="list-style-type: none"> YB advised that a newsletter has been drafted. It is planned to launch this newsletter at a celebration event planned for December. YB to circulate further information/newsletter to COM. <p><u>Date and Time of next meeting</u></p> <p>Date: 28 November 2018 Time: 10am – 12 noon Venue: Board Room (G099), Building 12, New Cross Hospital.</p>	YB

ACTION LOG

ITEM NO.	ACTION HEADING	ACTION BY	ITEM CLOSED
4	Survey results/findings for CYP to be circulated	DL	
7	Follow up on Patient Story	GP	
10	Information to be provided regarding upcoming events	BD	
10	Information to be circulated regarding celebration event/newsletter	YB	