

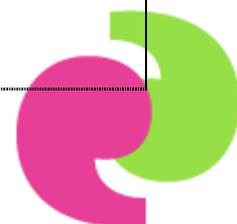
## Healthwatch Kingston upon Thames

Hospital Services Task Group Meeting  
 Wednesday 8<sup>th</sup> April 2015 10:00-12:00  
 At Healthwatch Kingston Meeting Room

### Present:

Graham Goldspring (Chair)	GG	Ann McFarlane	AM
Nigel Spalding (HWK Trustee)	NS	Anne Blanche, Carers UK	AB
Marianne Vennegoor	MV		
Jo Boxer	JB		
Jenny Pitt (HWK Staff)	JP		

ITEM		Action
1.	<b>Welcome and Apologies</b> GG welcomed the Hospital Services Task Group. Apologies were received from Maurice McCullough, Raghad Al-Ugaily, Marita Brown and Glenn Davies.	
2.	<b>Notes of the last meeting and actions</b> Awaiting more detailed PALS report from Kingston Hospital. New priorities will be Aftercare and Discharge.	JP
3.	<b>Enter &amp; View visit debrief</b> JP reported that the team need to restructure timings of visits to the different departments in A&E, for future visits. For example, a visit to majors in the morning, revisited in the afternoon, along with teams going into Reception and Minors in the afternoon and early evening. GG pointed out that he was unsure whether we could enter cubicles to talk to patients, so all agreed that in future we would do this as it gives privacy. GG also explained that on our second visit, a bigger cohort will give a better picture of patient experience which we can compare with latest statistics. AB mentioned that patient blockages in the unit build up after 5pm when departments like radiology have closed. JB noticed that there were some vulnerable patients in Majors who were alone and dehydrated, and that in future surveys we need to incorporate a question about home circumstances.	
4.	<b>Presentation/discussion of Draft E&amp;V report</b> JP presented her report, explaining that she had used a report template. The recommendations were revised. GG requested that in future Equalities Monitoring surveys we include a question about sexuality. JP agreed to contact all patients who took part to see if they had any further feedback about their visit. Thanks were given to JP for her work in organising the visit and compiling the report.	JP
5.	<b>Next priority work - Aftercare and Discharge</b> JP explained that she had been in contact with Duncan Burton to request discharge reports but that he had needed further clarification before he could provide them. GG said that we need info about the discharge procedure eg times of day that patients are sent home; what is the waiting time for medication; and what is the interaction between Kingston Hospital and social services around a discharge plan.	



	<p>AM suggested we contact Staywell who may be able to give us information about their work on discharge. JP will contact them. AB suggested we try to get hold of the discharge procedures from the hospital, the ambulance service and the local authority. JP and GG will compile a list of discharge queries and JP will contact Duncan Burton to discuss.</p>	<p>JP</p> <p>JP</p>
6.	<p><b>Any Other Business</b></p> <p>NS requested that Better Care Fund updates are included on the agenda at each meeting. AM and JP will source latest updates, and JP will contact Maurice McCullough if he has anything to report. GG requested that AB's document "Triangle of Care: A guide to best practice for Dementia Care" is flagged up to the Mental Health Task Group. Please click on this link to download the document: <a href="https://professionals.carers.org/working-mental-health-carers/triangle-care-mental-health">https://professionals.carers.org/working-mental-health-carers/triangle-care-mental-health</a></p>	<p>JP</p> <p>JP</p>
7.	<p><b>Date of the Next Meeting</b></p> <p>The next meeting will be held on 20<sup>th</sup> May from 10am-12pm at the Kingston Quaker Centre.</p>	

DRAFT

