

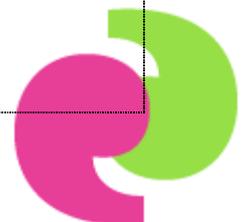
Healthwatch Kingston upon Thames

Hospital Services Task Group Meeting
Wednesday 28th Oct 2015 10:00-12:00
At Healthwatch Kingston Meeting Room

Present:

Graham Goldspring (Chair)	GG	Jenny Pitt (HWK Staff)	JP
Anne Blanche, Carers UK	AB	Jo Boxer, affiliate	JB
Marita Brown, affiliate	MB	Marianne Vennegoor, affiliate	MV
Stephen Hardisty, HWK Manager	SH	Anne Macfarlane, affiliate	AM

ITEM		Action
1.	Welcome and Apologies Apologies from Raghad Al Ugaily, Louise Smith (HW Richmond), Nigel Spalding and Glenn Davies.	
2.	Notes of the last meeting and actions held on 16th Sept 2015 Minutes agreed and corrected to include Marianne's apologies.	
3.	Healthwatch England Report & Enter & View visits GG summarised the report and tabled a paper explaining the five main themes. He discussed the relevance for future E&V visits, and using prompts for talking to patients, rather than a set of questions. MV asked what patients we would be talking to with regards to those who are "Safely Home", possibly phonecalls to those at home? AB felt the HWE document didn't reveal anything new, except ongoing problems with discharge. AM explained that the government have commissioned NICE to produce the standards. GG asked whether any mileage in responding and promoting document? SH suggested upcoming E&V visits are a chance to get people's stories. SH said if we come up with evidence, we could ask Kingston Hospital to survey patients on our emerging themes. JB suggested we need to find out about people's pathway to establish their experiences around discharge after they have left hospital, and ask Kingston Hospital to look more closely at gathering this feedback. MV said we should look at what other Healthwatch are doing. The group discussed how to talk to carers/relatives on Enter & View visits. GG summed up that after the E&V visits to Kingston Hospital we will look at issues that come out of it and approach the Trust to produce a questionnaire for patients and carers. Also we should look at ways to engage with patients and carers after they have been discharged. MB said that patients and carers feel isolated at home and that we won't be able to change that as there is no money to do it. JB requested that we feedback to the Design Authority.	SH/AM
4.	CQC "Listening Event" SH explained this is linked to the January inspection. Staff will advise affiliates of date.	
5.	PALS & Complaints Report GG presented his report, with extrapolated info from the Trust's report. Significant increase in complaints year on year. High figures for Emergency Services. Communications and appointments	



	complaints are also high. GG felt we should consider a follow up view to A&E, keeping the E&V procedure the same. JB explained that complaints around Emergency services isn't just A&E, it's also about assessments. GG asked JP to see if Voiceability can provide data about complaints and communications/appointments. JP to ask Chief Exec's office if we could see complaints/comments that are not processed via PALS. Put this onto agenda for next meeting.	JP JP JP
6.	Planning of Enter & View Visits to Kingston Hospital A&E Dept Group decided to go back into A&E in February. JB feels one issue that needs to be addressed is having a qualified medical professional running a triage system. GG suggested that we should cover this in our prompts for discussion. SH suggested that waiting times to see triage and follow up treatment could be recorded by observations and group agreed. SH suggested running a "week in the life of Kingston A&E". SH suggested we pick a week in Feb and choose 5 slots: 22 nd Feb to 28 th Feb. SH and JP will plan the schedule for next task group meeting.	SH/JP
7.	Design Authority Update AM has been unhappy with her treatment by the authority and has had a meeting with Rachel Bartlett. Feels her views haven't been included. Although it has been live for 2 weeks, there are lots of difficulties with it. AM said the authority is concentrating on discharge from hospital and trying to find a less disjointed process. GG expressed his concerns about this, and the procedures. SH explained this came out of the Better Care Fund, and is now known as Kingston Co-ordinated Care - it's a way of creating an integrated commissioning process. SH suggests we ask Rachel Bartlett along to the Board Meeting on 16 th Dec at 5pm.	
8.	Any Other Business None	
9.	Date of the Next Meeting The next meeting will be held on 9 th December, 10am-12pm at the Kingston Quaker Centre.	

