

**Healthwatch Kingston upon Thames**

Hospital Services Task Group Meeting  
Wednesday 1<sup>st</sup> July 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	Raghad Al-Ugaily, RAK	RA
Marianne Vennegoor	MV	Louise Smith, HW Richmond	LS

ITEM		Action
1.	<b>Welcome and Apologies</b> GG welcomed the Hospital Services Task Group. Apologies from Glenn Davies, Nigel Spalding, Stephen Hardisty, Marita Brown, Jo Boxer, Pippa Collins and Anne Macfarlane.	
2.	<b>Notes of the last meeting and actions</b> Need a breakdown from PALS about complaints by department by unit, so we can identify reasons for increase/decrease.	JP
3.	<b>Aftercare &amp; discharge</b> Need a strategy about we tackle communications/appointments. LS suggested and Enter & View visit talking to patients in Outpatients to gather feedback about communications. We should also make sure our work is reported back to CCG. JP to circulate special inquiry report for aftercare and discharge. We should also carry out an Enter & View on the wards to talk to people about their journey through the system.	JP
4.	<b>PALS &amp; complaints report</b> Held over to next meeting	
5.	<b>Next priority area of work</b> Held over to next meeting	
6.	<b>Date of the Next Meeting</b> The next meeting will be held on 16 <sup>th</sup> September, 10am-12pm at the Kingston Quaker Centre.	

