

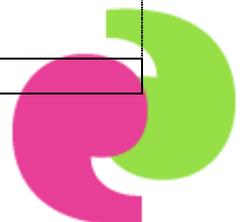
Healthwatch Kingston upon Thames

Hospital Services Task Group Meeting
 Wednesday 25th February 2015 10:00-12:00
 At Healthwatch Kingston Meeting Room

Present:

Graham Goldspring (Chair)	GG	Marita Brown	MB
Nigel Spalding (HWK Trustee)	NS	Glenn Davies	GD
Marianne Vennegoor	MV	Ann McFarlane	AM
Jo Boxer	JB	Raghad Al-Ugaily	RA-U
Jenny Pitt (HWK Staff)	JP	Mike Derry (HW Richmond)	MD
Mary McLaren (HW Richmond)	MM		

ITEM		Action
1.	Welcome and Apologies GG welcomed the Hospital Services Task Group. Apologies were received from Sandra Antaki and Maurice McCullough. JP welcomed Mike Derry and Mary McLaren from HW Richmond.	
2.	Notes of the last meeting and actions Awaiting more detailed PALS report from Kingston Hospital. JP to follow up with Rianne Eimers.	JP
3.	Presentation of Annual Board Report & Food Testing Report GG presented the report to the task group and asked for any comments. All agreed it was ok. <u>Food Tasting report:</u> GG explained the background to the new menu launch and MV reported that there is a resident dietician on site. GG also reported that he was invited to a mini PLACE assessment recently and was disappointed with the food he tasted, which demonstrates some inconsistencies. MV explained that the food is cooked off site and reheated and finished off at the hospital. She believes a lack of supervision is to blame. AM highlighted that medical teams should know what patients actually leave on the plate. MV suggests a score system and protected mealtimes works well in other hospitals. All agreed that an Enter & View around food would be viable in the future.	
4.	Enter & View GG circulated his analysis of the Picker Review for comments. JB enquired whether this review was carried out annually and JP will find out. JB asked whether HWRichmond could provide reserve volunteers if necessary and MD was happy to organise this. JP reported that the date of the E&V visit, 23 rd March, had been agreed with Emma Duffy. JP asked everyone to attend the Enter & View training for a refresher on 12 th March. The group worked through the survey questions. JP to check with Emma Duffy whether a system of consultant triage at the door had started. JP to edit questions and put together introductory statement for volunteers. JP to check with Emma Duffy whether Majors Volunteers can go to AAU to see patient's progress through the system. NS requested that the draft report be presented to the board within 2 weeks of the visit, and giving the hospital 28 days to respond to recommendations.	JP JP JP
5.	Any Other Business	



	Thanks were given to HW Richmond for attending.	
7.	Date of the Next Meeting The next meeting will be held on 8 th April from 10am-12pm at the Kingston Quaker Centre.	

DRAFT

