

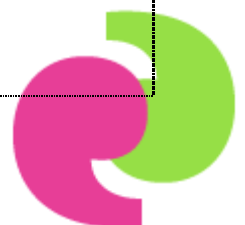
Healthwatch Kingston upon Thames

Hospital Services Task Group Meeting
 Thursday 24th July 2014 13:00-15:00
 At Healthwatch Kingston Meeting Room

Present:

| | | | |
|--------------------------|----|--|----|
| Graham Goldspring, Chair | GG | Speaker: Emma Duffy, Operational Manager for Emergency Medicine at Kingston Hospital | ED |
| Nigel Spalding | NS | Speaker: Reinette Nell, Patient Experience Improvement Manager | RN |
| Rianne Eimers | RE | | |
| Jo Clarke | JC | | |

| ITEM | | Action |
|------|---|--------|
| 1. | Welcome and Apologies GG welcomed the Hospital Services Task Group. Apologies were received from Maurice McCullough, Naushad Ally Suffee, Eleanor Levy, Jo Boxer and Marita Brown | |
| 2. | Notes of the last meeting and actions GG noted a correction to item 3 of the last Minutes, where Nick Ainley was to invited to speak at a Hospital Services Task Group meeting, not a general HWK meeting. RE will amend this. | RE |
| 3. | Emma Duffy, Operational Manager for Emergency Medicine at Kingston Hospital ED had prepared answers to each of the questions sent through to her by the Hospital Task Group. She agreed to send through a summary of her answers for the Task Group members but below is a summary. She said that Kingston A&E is the lowest staffed hospital per patient, across London. In addition, there had not been enough Healthcare Assistant staff to meet the basic care of A&E patients. Just recently, more funding has been received and she had been determined to put the funding towards meeting the exact resource requirements and finding the right people. The largest volume of A&E patients is between 4pm-8pm and she has managed to increase Healthcare Assistant staff at that time from 10 to 16. She has established in-house training for all department staff, in both new skills and revision of skills, with particular focus on care of the patients e.g. cups of tea, empathy. There is no longer much disparity of staffing levels between mid week and weekends. Kingston Hospital has been meeting the London Quality Standards since April of this year. ED advised that 2200 patients went through A&E last week, and 96.3% met the four hour deadline. ED agreed with the Task Group that better communication was needed around wait times, so patients would know approximately how long they would be there. ED advised that they are investigating installing screens with information on this. This would cause less stress and anxiety. There was a discussion with ED around the success of the new '111' system and the use made of pharmacists before attending A&E. ED advised that the '111' system was now ironing out original teething issues and was having an impact on numbers, as was the use being made of Pharmacists. Snack packs are available for patients and carers. Greater privacy for patients at Reception has been improved. ED confirmed that Receptionists are | ED |



| | | |
|----|--|-----|
| | <p>not medically qualified. They were well trained for their role and keep a close watch on patients in the waiting room. A&E have improved the availability of pain relief in Triage. ED advised that A&E was originally built to house 60 patients, and now it sees 120 patients. There are plans for building extension work to take place. GG agreed with ED that HWK and this Task Group could help to gain useful feedback from patients on the new processes being implemented. The Task Group could liaise with ED to plan an Enter & View, the results of which would be beneficial for ED and RN.</p> | ALL |
| 4. | <p>Notes and Actions from the last meeting There was some discussion around the ability for HWK to have access to Patients Experience Committee, and views of patients, which seemed to be restricted to the Healthwatch Forum, with a resulting lack of transparency. RE to talk to GS regarding this, and the HWK position. The issue was also raised regarding patient feedback and the limited avenues available for this. PALS report is needed and a quarterly HWK report to the Forum on patient experiences. GG confirmed that at the next Task Group meeting, the Quarterly Report would be signed off, and it would be a regular Agenda item. Ensure that the report includes feedback from active members.</p> | RE |
| 5. | <p>AOB RE said the team had done an Outreach Session at the Royal Eye Unit and Day Surgery at Kingston Hospital and handed out a draft report on the feedback received from patients. The final report will be discussed at the next meeting (to be added as an Agenda item). RE will send through the report to Task Group Members prior to the next meeting.</p> | RE |
| 6. | <p>Dates for the next Meeting The date for the next meeting was agreed for Wednesday 10th September.</p> | |

