

Hospital Services Task Group Board Report

The Hospital Services Task Group has been in operation since April 2014 and has 17 members. It is focusing on its current priorities which are A&E, Aftercare and Discharge, and Communication about Appointments. The task group members are currently planning an Enter & View visit to Kingston Hospital A&E department, due to take place on Monday 23rd March, with another due to take place in the summer 2015 to assess the patient experience of the department's refurbishment.

Providers/organisations that the Task Group has networked with:

- Kingston Hospital (Discharge, Volunteering & Catering Departments, plus PALS)
- Refugee Action Kingston
- Staywell (formerly Age Concern)

Our work to date has been focusing on gathering information about services at the hospital and planning Enter & View visits.

Priorities for Mental Health Task Group

In May 2014, Healthwatch Kingston produced an action plan on priority areas for each of the task groups. In July the Hospital Services task group used a matrix system to determine the order of focus of attention. The result was:

Priority 1: A&E

Priority 2: Discharge & aftercare

Priority 3: Communication about appointments

The major focus of work therefore has been on A&E. However, the task group has continued to update itself and get information on the other areas.

Actions and work undertaken to date

1. Made links with the Patient Experience Involvement staff at Kingston Hospital (formerly ReINETTE Nell, now Elizabeth Tsangaraki-Wilding) and Volunteering Recruitment Manager Adelaide Boakye-Yiadom (who is now a member of the Task Group).
2. Gathered information about the discharge process from Julie Read, Kingston Hospital Discharge Manager. She delivered a presentation to the Task Group in December 2014 about the procedures and protocols of discharge, links within the community and the challenges her department faces.

3. Visited Emma Duffy, manager of Emergency Medicine at Kingston Hospital to address questions from the Task Group members, as well as a behind the scenes tour of A&E with lead Consultant Emily Omerod.
4. Scrutinised the latest PALS data (January 2015)
5. Reported on the new In-patient menu, launched in January 2015 (see attached)

Issues Identified

1. Refurbishment of the A&E department could impact on patient experience.
2. Patient involvement at Kingston Hospital. The new Quality Improvement Group replaces the Patient Assembly but needs further scrutiny.

Task Group objectives for action 2015/16

Earlier priorities for the Task Group were identified in the matrix and now can be brought to the fore are:

- Ambulance Services
- Weekend Care
- Provision of holistic care

Work can continue with:

- Aftercare & discharge
- Communication about appointments