

**Healthwatch Kingston upon Thames**  
 Hospital Services Task Group Meeting 17.05.17  
 At Kingston Quaker Centre

**Present:**

Marianne Vennegoor	MV	Graham Goldspring (Chair)	GG
Nigel Spalding	NS	Pippa Collins	PC
Sophie Bird, Healthwatch Kingston	SB		

ITEM		Action
1.	<p><b>Welcome and apologies</b>            The Chair welcomed the group.            Apologies from Anne Blanche, Helen Hayward.</p> <p>The PALS complaint report has not yet been sent out so cannot be addressed. SB will send out the PALS report when it has been received.</p>	SB
2.	<p><b>Notes and actions of the last meeting</b></p> <ul style="list-style-type: none"> <li>• SB to make amend the title of the minutes of the last meeting.</li> <li>• Minutes of the last meeting were approved as accurate.</li> <li>• SB reported that all amendments to the Communications Outreach report have been made.</li> <li>• SB to check with Helen Hayward to follow up on actions from the last meeting.</li> <li>• From the next meeting SB will ensure the STP (Sustainability Transformation Plan) is a standing agenda item. SB will contact Liz Meerabeau (Healthwatch Trustee) to request she provides STP updates as she is involved in its ongoing progress.</li> <li>• SB will remind Anne Blanche to circulate the <i>Carers UK Discharge Best Practice guide</i>, to inform the work of the Hospital Services Task Group.</li> <li>• SB will obtain the Healthwatch England best Practice Discharge report and circulate to group members to inform the project work.</li> <li>• SB will send out the Healthwatch Kingston patient experience feedback sheet to all members by mail chimp with a covering letter to explain what Healthwatch is and why we want their feedback, it needs to be emotive and bold. Members are to send their ideas to SB</li> </ul>	<p>SB</p> <p>SB/HH</p> <p>SB</p> <p>SB/AB</p> <p>SB</p> <p>SB/ALL</p>

3.	<p><b>Finalising the report on Communications and Outpatients Appointments in Kingston</b></p> <ul style="list-style-type: none"> <li>• The Kingston Hospital Outreach report was approved by Task Group members and will be sent off to Kingston Hospital ASAP.</li> <li>• SB to circulate their response and put this on the agenda for the next meeting.</li> </ul>	SB SB
4.	<p><b>Planning the Task Group's 2017- 2018 Work Programme</b></p> <ul style="list-style-type: none"> <li>• It was noted that within the Kingston Quality Account, Discharge is an area in which the Hospital is underachieving. This justifies the number 1 priority of discharge been chosen for the Task Group.</li> <li>• At the next meeting Anna Perkins and Tracey Moore from Kingston Hospital have agreed to attend the meeting to explain the Kingston Hospital Discharge process and how they are performing.</li> <li>• SB will ask Anna Perkins to provide their documents and leaflets on the Kingston Hospital Discharge service and will circulate these to Task Group members before the next meeting.</li> <li>• MV compare the Guys and St Thomas NHS discharge reports to compare with Kingston, as Guys and St Thomas can inform best practice. MV will report back her findings to the Group at the next meeting.</li> <li>• The group approved the work program</li> </ul>	SB MV
5.	<p><b>Kingston Hospital Quality Account 2016-2017</b></p> <ul style="list-style-type: none"> <li>• NS explained that our response will be published within the Quality Account and they will have to provide a formal response. Therefore our response must be evidence based on our meetings, reports and feedback collected throughout the year.</li> <li>• Our response will be inserted with Healthwatch Richmond to provide a joint response.</li> <li>• There are 5 QA priority areas HWK has carried out work these were suggested as areas we should respond;</li> <li>• Patient safety - prevent harm.( Improving learning from incidence)</li> <li>• To add - Dementia service provision has improved greatly at Kingston Hospital through the implementation of the Dementia Strategy.</li> <li>• KH have had a year of CQUIN Targeting, if targets are reached they can access extra funding, KH is improving on its performance targets within this. CQUIN is a red</li> </ul>	

	<p>light warnings system which enables the Hospital to identify symptoms of dementia.</p> <ul style="list-style-type: none"> <li>• The targets are measured by all patients over 75 being asked whether they have forgotten anything in the past 24 hours.</li> <li>• It has been found that the test is not always done.</li> <li>• It should be raised that staff need to remember to ask if they have forgotten anything over the next 24 hours. It has been found that this is not always the case.</li> <li>• SB to add some more information regarding the REU</li> <li>• SB will circulate the Mental Health response to Tony Williams, Chair of the MH Task Group before adding it.</li> <li>• There is confusion over indicators and statistics within the Friends &amp; Family Test.</li> </ul>	
6.	<p><b>Any Other Business</b></p> <p>NS raised that the London Ambulance Service has sent out their Quality Account. We are to keep this in mind but it was agreed we don't have capacity to participate in this work.</p> <p>Notes for the next meeting</p> <p>Discharge</p> <ul style="list-style-type: none"> <li>• There is a policy, and it is clearly stated that a discharge plan must be set up at the point of admission, however this is not happening, and we need to know why. When the patient is discharged the pharmacy must be informed 24 hours before to ensure the patient can be discharged and not have to wait, however through feedback this is not happening. To what extent is the policy adhered, what actions are taken when the policy is not followed. Has it been updated?</li> <li>• The Royal Pharmaceutical Society has produced a report recommending how Hospitals can improve this. PC will source this and circulate</li> <li>• Hospital transport - privately contracted firm, who they are, nature of the contract?</li> <li>• What processes are there currently to gather patient feedback , we may want to participate rather than duplicate</li> <li>• Ask about the role of the volunteers who are being recruited for supporting discharge</li> <li>• SB to send these questions to Anna and Tracey to help them prepare for the next meeting. If other Task Group members would like to contribute questions they must send them to Sophie before Thursday 1<sup>st</sup> June.</li> <li>• We should inform the Community Care Task Group about the Discharge Project.</li> </ul>	
7.	Date of the Next Meeting - 19 <sup>th</sup> July 2017 , 10am - 12pm	