

**Healthwatch Kingston upon Thames**  
 Mental Health Services Task Group Meeting  
 Wednesday 15.03.17  
 At Kingston Quaker Centre

**Present:**

Stephen Hardisty, Healthwatch Kingston	SH	Sophie Bird, Healthwatch Kingston	SB
Pippa Collins	PC	Marianne Vennegoor	MV
Anne Blanche	AB	Nigel Spalding	NS
Helen Hayward	HH	Jo Boxer	JB

Item		Action
1.	<p><b>Notes Apologies - Graham Goldspring, Diva Shah, Martin John Gale.</b></p> <p>1.1 The minutes of 15.03.17 were agreed.</p>	
2.	<p><b>Notes and actions of the last meeting</b></p> <p>2.1 It was not possible to organise Kingston Hospital Health professionals to attend this meeting, they will be invited to a future meeting to provide information around discharge systems.</p> <p>2.2 Group members have provided their feedback on what the project priorities should be for 2017.</p>	
3.	<p><b>Matters arising</b></p> <p>3.1 Healthwatch Kingston Accessible information activity is being reviewed by Task Group members and the staff team.</p>	
4.	<p><b>Kingston Hospital outreach report</b></p> <p>4.1 It was agreed by Task Group members that the visits were “spot checks” and are only snapshot views of patient experience - not representative. HWK will insert a disclaimer within the report to make this clear.</p> <p>4.2 SB raised that due to the questions being prompts not structured questions the feedback was wildly varied and therefore very challenging to identify trends and compile a report.</p> <p>4.3 NS said that the intent was to gather information around communications and appointments, it was agreed that most feedback was positive on this, but it was lost amongst the varying feedback.</p>	(1. SB)

<p><b>Amendments to be made to report</b></p>	<p>(2. SB)</p>
<p>4.4 <i>Insert “the majority of patients we spoke to said that communications about appointments were satisfactory”</i></p>	<p>(3.SB)</p>
<p>4.5 <i>The Communications about appointments findings should be first to appear as they are the most important.</i></p>	<p>(4.SB)</p>
<p><i>(In the recommendations) both signage from Norbiton Station and Kingston Hill should be improved. Amend - 3.10 bullet point 3 - SB to pick out the feedback to back this up</i></p>	<p>(5.SB)</p>
<p>4.6 <i>Amend - SB to look through the data to check for views on communications between Teddington Walk in Hospital and Kingston Hospital Outpatients.</i></p>	<p>(6.SB)</p>
<p>4.7 <i>(In the recommendations)to amend- <u>standardisation</u> should be applied to all departments within their appointments and communications processes.</i></p>	<p>(7.SB)</p>
<p>4.8 <i>SB to add to recommendations “<u>ensure patients do not receive contradictory information regarding their appointments</u>”</i></p>	<p>(8.SB)</p>
<p>4.9 <i>SB to amend: Hospital to put a sign from Norbiton Station and Kingston Hill</i></p>	
<p><b>Additional points</b></p>	
<p>4.10 <i>PI said in his opinion Hospital communications are not of a good standard for people who are blind; the print is not large enough and there is a lack of clear information provided around appointments and cancellations.</i></p>	<p>(9.HH)</p>
<p>4.11 <i>HH said she attends a scrutiny committee at Kingston Hospital and reported they have concerns about REU complaints. HH will present the outreach report at the committee. HH will report back on this meeting which will be next month.</i></p>	
<p>4.12 <i>The Hospital Services Task Group will plan to revisit the REU in 2017 to check if improvements have been made.</i></p>	
<p>4.13 <i>HH reported that Duncan Burton is in the process of getting a sign put up at Norbiton station, and is very near a resolution.</i></p>	
<p>4.14 <i>PI stated that there needs to be a green line put from the station to the Hospital for people who are blind. HH will raise that at the Kingston Hospital Committee. She stated that they</i></p>	

	<p>are discussing the possibility of the local bus changing its route to enter Norbiton Station, pick up patients to take them to the Hospital. PI attends the Transport Liaison Committee and will raise this at their next meeting.</p> <p>4.15 It was raised by PI that there needs to be consideration around the check in machines they are not accessible. HH stated that they have welcomers to help in this situation, however PI stated they do not always do this in his experience. There could be more volunteers to support people who have additional needs, HH will report this at the Kingston Hospital Committee.</p> <p><b>Next steps</b></p> <p>4.16 SB will make the suggested amendments to the report</p> <p>4.17 Task Group members now have a deadline of 22<sup>nd</sup> March to submit any further comments.</p> <p>4.18 The report will then be presented at the Healthwatch Kingston Board meeting on 29<sup>th</sup> March to be signed off. It will then be sent to Kingston Hospital and with a deadline of 21 days to respond.</p>	<p>(10.P)</p> <p>(11.HH)</p>
<p>5.</p>	<p><b>Health &amp; Social Care Work program 2017</b></p> <p>5.1 It was agreed by Group Members that a 2017 priorities will be;</p> <ul style="list-style-type: none"> <li>● Kingston Hospital discharge process</li> <li>● (Revisit) Enter &amp; View Kingston Hospital Royal Eye Unit.</li> <li>● Continuing dialogue with patients around complaints (It was noted this should not necessarily be a project but rather a continuous monitoring function of Healthwatch Kingston with regular dedicated meetings allocated to it.</li> <li>● NS raised the Sustainability Transformation Plan. We should keep track of its progress. JB attends an STP committee, she will report back and provide updates.</li> </ul> <p><b>Additional points</b></p> <p>5.2 To inform the Discharge project AB will circulate a best practice discharge guide. We will also refer to the Healthwatch England Discharge report for information.</p> <p>5.3 Regarding monitoring of complaints and whistleblowing - HH stated Kingston Hospital are implementing policy around this subject strategically.</p>	<p>(12. JB)</p> <p>(13. AB)</p>

<b>6.</b>	<p><b>Patient Experience record log</b></p> <p>6.1 SB will amend the document: <i>add <u>inpatient care</u></i>, and will email it to Task Group members</p> <p>6.2 The form is to be given to members of the public by Task Group members, task group members should support the person to fill it in</p>	(14.SB)
<b>7.</b>	<p><b>Kingston Hospital PALS report</b></p> <p>7.1 HH reported that there will be a reorganisation of car parking, with a new company being commissioned to provide the service. HH will report back when she has more information.</p> <p>7.2 NS commented on findings - in January there was a quick rise in complaints about communications about appointments. We should monitor the report for trends.</p>	(15.HH)
<b>8.</b>	The date of the next meeting is 17 <sup>th</sup> May, 10am - 12pm at Kingston Quaker Centre	