

Agenda

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Hospital Services Task Group

Date: Wednesday 4 January 2017

Time: 10am - 12pm

Location: Large Committee Room, Kingston Quaker Centre, Fairfield East, Kingston upon Thames, KT1 2PT

1. **Welcome, introductions and apologies [5 mins]**
2. **Clare Parker (Head of Litigation, Complaints and PALS) [40 mins]**
 - 2.1 To receive an overview of the NHS Complaints Procedure and the role of PALS
 - 2.2 Q&A session
3. **Notes of the meeting held on 30 November 2016 [5 mins]**
 - 3.1 To approve the notes of the last meeting
4. **Matters Arising [5 mins]**
 - 4.1 Not covered on the agenda
5. **Health & Social Care Work Programme 2016-17 [40 mins]**
 - 5.1 To discuss the communications project progress report
 - 5.2 To discuss the discharge project progress report
6. **Patient Experience Record Log [15 mins]**
 - 6.1 To agree process for collating patient experiences at Kingston Hospital
7. **Any Other Business [10 mins]**
 - 7.1 To agree dates for future meetings 2017-18

DATE OF NEXT MEETINGS

Wednesday 15 February 2017 10am-12pm

Hospital Services Task Group

Notes of the Hospital Services Task Group Meeting
Wednesday 30th November 2016
At the Kingston Quaker Centre

Present:

Graham Goldspring, Chair	GG	Pippa Collins	PC
Nigel Spalding	NS	Marianne Vennegoor	MV
Anne Blanche	AB	Marita Brown	MB
Martin Gale	MG	Philip Indge	PI
Stephen Hardisty	SH		

ITEM		ACTION
1.	<p>Welcome and Apologies 1.1 Apologies were received from Jo Boxer, Glenn Davies and Diva Shah.</p>	
2.	<p>Notes and Actions of the meeting held on 19 October 2016 2.1 It was noted that DS has contacted Kingston Hospital to request and meeting with Clare Parker, Complaints Manager. At the time of writing no response has been received. SH agreed to send a further request.</p> <p>2.2 It was noted that DS has received questions from PC for Clare Parker. Other Task Group members were reminded to send questions to SH by 14 December 2016.</p> <p>2.3 It was noted that DS has circulated E&V packs to volunteers prior to their outreach sessions at Kingston Hospital. DS has requested feedback from members who participated in the outreach sessions, specifically:</p> <ul style="list-style-type: none"> ● How did their sessions go ● What did they think about the sessions ● What worked well/what didn't ● Is there room for improvement <p>Task Group members were requested to send their comments to SH by 14 December 2016.</p>	<p>SH</p> <p>ALL</p> <p>ALL</p>
3.	<p>Project Updates and Reports 3.1 Communication Project 3.1.1 SH tabled a progress report detailing recent activity against the project plan. Key points included the successful completion of five outreach sessions in seven different outpatient departments.</p>	

	<p>3.1.2 A key development has been an offer from the Royal Eye Unit to do further work on the communication needs of their patients. It was noted that PI will be be involved with a Kingston Hospital internal audit to identify issues pertinent to people with visual impairment. PI agreed to provide an update at the next meeting.</p> <p>3.1.3 It was noted that DS will be producing a draft document detailing feedback from the outreach sessions which is hoped will identify themes and trends. A paper will be distributed prior to the next meeting.</p> <p>3.1.4 NS requested that the feedback should be recorded against each area visited. SH confirmed that this will be the case.</p> <p>3.1.5 MB suggested that any future visits should target departments at peak times so that volunteers have the opportunity to talk with as many people as possible.</p> <p>3.1.6 MV suggested that anecdotal evidence of Task Group members of their experience of services or that of close friends/family could be part of the project data. For example, GG gave an account of his experience concerning an elderly friend relating to serious communication problems, leading to a formal complaint being submitted to the hospital. SH proposed that members could record those experiences on a separate form/document and given as extra evidence or appendix to the feedback. SH will explore the possibility.</p> <p>3.1.7 GG took the opportunity to thank all the volunteers who participated in the outreach sessions at Kingston Hospital</p> <p>3.2 Discharge Project</p> <p>3.2.1 SH tabled a progress report detailing recent activity against the project plan. Key points included Kingston Hospital’s implementation of their “Faster Flow, Safer Care and Discharge Programme”.</p> <p>3.2.2 In light of recent developments at Kingston Hospital to improve the patient experience during discharge it was agreed that the Task Group should re-evaluate what actions it needs to take to deliver its discharge project outcomes.</p> <p>3.2.3 NS suggested that the Task Group should consider other methodologies such as asking Kingston Hospital to send out a survey on our behalf to a sample of patents four weeks after their discharge. AB added that it might be helpful to also ask carers. MB mentioned the vital role of social care to facilitate effective discharge arrangements.</p> <p>3.2.4 It was agreed to consider how best to proceed at the next meeting. SH agreed to contact Kingston Hospital to find out their views about Healthwatch kingston conducting an independent survey. An update will be provided at the next meeting.</p>	<p>PI</p> <p>SH</p> <p>SH</p>
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4.	<p>Complaints and PALS Report</p> <p>4.1 It was noted that the October 2016 Complaints and PALS Report has been previously circulated. GG highlighted some of his key observations.</p> <p>4.2 NS noted that the largest number of complaints were in Radiology a department not visited by the Task Group. Consequently it was agreed to attempt another outreach session in the new year.</p> <p>4.3 PC highlighted that Healthwatch England produce very useful guidance on the NHS Complaints Procedure which should be considered by the Tak Group to help inform their discussion with Clare Parker.</p>	SH
5.	<p>Any Other Business</p> <p>5.1 SH requested that the STP should be included on the agenda of the next meeting to gain an understanding of proposals to reconfigure acute services in South West London.</p> <p>5.2 It was noted that Healthwatch Kingston is representing South West London Local Healthwatch at the STP Programme and Clinical Boards. SH asked MB if she would be interested as acting as a deputy on the latter board. SH said he would send further information to her about what is expected.</p>	SH
	<p>Date of next meeting</p> <p>The next meeting will take place on 4 January 2017 10am - 12pm in the Large Committee Room at the Kingston Quaker Centre. Apologies were noted from Martin Gale.</p>	