

Healthwatch Kingston
Hospital Services Task Group Meeting
3rd March 2016 10:00am-12:00pm
At the Healthwatch Kingston office, Kingston Quaker Centre,
Fairfield East, Kingston KT1 2PT

Agenda

- 10:00 **Welcome**
Apologies and overview of meeting
5 mins
- 10:05 **Notes and Actions of the last meeting held on 13/1/16**
10 mins
- 10.15 **PALs & Complaints Report**
10 mins
- 10.25 **Transparency at dealing with patients' complaints**
20 mins
- 10.45 **A&E Enter & View debrief**
40 mins
- 11.25 **Future Enter & View visits, eg Dental Dept**
15 mins
- 11.40 **Liaising with patients about discharge experiences**
10 mins
- 11.50 **Any Other Business**
- 12:00 **End**

Date of the next meeting: 13th April 2016, 10am-12pm, Kingston Quaker Centre

Healthwatch Kingston upon Thames

Hospital Services Task Group Meeting
Wednesday 13th January 10:00-12:00
At Healthwatch Kingston Meeting Room

Present:

Graham Goldspring (Chair)	GG	Jenny Pitt (HWK Staff)	JP
Pippa Collins, affiliate	PC	Marianne Vennegoor, affiliate	MV
Marita Brown, affiliate	MB	Stephen Hardisty, HWK Manager	SH
Ann MacFarlane, affiliate	AM	Nigel Spalding, Trustee	NS

ITEM	Action
<p>1. Welcome and Apologies Apologies received for Raghad Al-Ugaily, Louise Smith & Glenn Davies.</p>	
<p>2. Notes of the last meeting and actions held on 9th Dec 2015 JP has requested a final deadline from Fergus Keegan submission about priorities for the Quality Account.</p>	
<p>3. PALS & Complaints Report GG reported that complaints still exist around appointments and communications. GG felt this subject could warrant a specialist task group. MB said it would be interesting to find out if communications complaints relate to temporary agency staff. MV said the problems around appointments start with KCAS - the Kingston appointments system. SH suggested a one-question survey, for example “have you ever had an appointment cancelled?” to build up evidence for future working. MB said you need to find out why those appointments have been cancelled. GG said we could visit outpatients to ask quick questions and come back with quantitative data, then identify trends. MB said with test-related complaints the responsibility is with the GP to pass on the test results. MV said it is up to the patient to chase it up, as GP will not pass it on. Care and treatment: GG will bring this up with the PLACE Steering Group. Emergency services appear frequently in High Flagged complaints section. AM had a poor experience in A&E recently due to poor communication, and staff attitude. GG said that experiences are so variable. GG said that the Trust Response Rate is an issue, and the general trend is going down. GG requested that we see PALS reports from other Trusts to compare. JP & MV to source. PC said there are issues around protecting whistleblowers. Is there a lay rep with the HWK board? Do we know what’s going on at the top? How do we protect staff? PC is very frustrated with the transparency issue and PR.</p>	JP/MV
<p>4. A&E enter & view visit planning JP to circulate prompts to group. Group to volunteer for dates. SH requested that volunteers visit the mental health liaison service as part of the visit. JP to organise this with SH & the A&E manager Tom Hastings. Ask volunteers from Mental Health Task Group to participate. JP to circulate a meeting date for a debrief meeting the first week of March.</p>	JP JP JP

5.	<p>Liaising with patients about discharge experiences MB suggested calling patients on the phone to talk to them. JP suggested working with CC task group, to go to day centres to talk to people about their discharge and their care agency staff. NS suggested we could send out a leaflet to patients who are being discharged for a month via Kingston Hospital. Use our newsletter and posters? SH will sketch out a methodology with JP for the next meeting. NS said it might be worth telling the Kingston Co-ordinated Care Programme that we could add value to discharge changes.</p>	SH/JP
6.	<p>Priorities Feedback - Kingston Hospital Quality Account JP will send feedback from members to Fergus Keegan on 13.1.16. NS asked that we find out when the hospital will be consulting on their draft quality account.</p>	SH/JP
7.	<p>Any Other Business None</p>	
8.	<p>Date of the Next Meeting The meeting on 24th Feb is cancelled (as we will be busy with E&V visits). Our next meeting will be held on 13th April at the Kingston Quaker Centre.</p>	