

Healthwatch Kingston
Hospital Services Task Group Meeting

13th April 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: Welcome to our guest Sarah Gigg, new Deputy Director of Nursing at Kingston Hospital.
20 mins
- 10:20 **Notes and Actions of the last meeting held on 3/3/16**
5 mins
- 10.25 **Incident Monitoring & Patients' Complaints**
Pippa Collins letter to Duncan Burton, and response
15 mins
- 10.40 **Liaising with patients about discharge experiences**
Response from Duncan Burton
10 mins
- 10.50 **PALs & Complaints Report**
10 mins
- 11.00 **Communications about appointments**
Nigel Spalding ideas about methodology
15 mins
- 11.15 **Future Enter & View visits, eg Dental Dept**
Identify and plan next departments to visit
30 mins
- 11.45 **Any Other Business**
- 12:00 **End**

Date of the next meeting: 18th May 2016, 10am-12pm, Kingston Quaker Centre

Healthwatch Kingston upon Thames

Hospital Services Task Group Meeting
Wednesday 3rd March 2016 10:00-12:00
At Healthwatch Kingston Meeting Room

Present:

Graham Goldspring (Chair)	GG	Jenny Pitt (HWK Staff)	JP
Glenn Davies, affiliate	GD	Marianne Vennegoor, affiliate	MV
Marita Brown, affiliate	MB	Nigel Spalding, Trustee	NS
Scotty McLeod, affiliate	SM		

ITEM		Action
1.	Welcome and Apologies Apologies received for Anne Macfarlane, Jo Boxer, Pippa Collins, Steve Hardisty.	
2.	Notes of the last meeting and actions held on 13th January 2016 Approved	
3.	PALS & Complaints Report and Transparency at dealing with patients' complaints The group read through Pippa Collins' report, which raised questions about the way the Trust deals with complaints and whether patients feel they can make complaints. JP to find out if Kingston Hospital produces an annual PALS report like St Georges, and whether a performance report is submitted to the trust board. Possibility that we could hand over a project around this to a research body from the university for example. MB commented that the PALS reports suggest that spikes in winter and July could be due to winter and staff planning. MV suggests that the Trust gives out more info to patients about how to make a complaint, and how to refer to PALS. The group would like Pippa Collins to find out answers to her questions from her document about Transparency (with support from GG to reformulate questions and the HWK office will identify the best person to send to) and present at the next meeting.	JP PC/GG/JP
5.	A&E Enter & View debrief/Future E&V visits NS gave an outline of the recent visit. Spoke to 12 patients, and their issues were around waiting times and being better informed about their wait. MV said there was no hand sanitiser and water cooler. Suggested that a TV screen might be good to alleviate boredom of wait. NS would like to see recommendations in report to suggest ways to tackle boredom, but not specifically a TV. MV commented that there may be a lack of privacy between cubicles. Possibly go back to carry out more E&V visits later in year. JP to send out Young People's E&V report and response to task members. SM said that his email communication was spot on with the Trust.	JP
6.	Liaising with patients about discharge experiences NS would like to see a similar methodology be developed by the group around communications about appointments. NS will put together some ideas about this for next meeting. JPitt to put on agenda. With regards to discharge experiences, JPitt waiting for	NS/JP JP

	response from Duncan Burton about the feedback that the Trust gathers, to avoid duplication.	
7.	Any Other Business MB unable to attend next meeting.	
8.	Date of the Next Meeting Our next meeting will be held on 13 th April at the Kingston Quaker Centre.	