

Hospital Services Task Group

Agenda

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This agenda is available on:

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Date: Wednesday 19 October 2016

Time: 10am – 12pm

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

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| 1. Welcome, introduction, apologies | 5 minutes |
| 2. Notes and Actions of the meeting held on 7 September 2016 | 10 minutes |
| 3. Matters Arising | 5 minutes |
| 4. Incident Monitoring & Patients' Complaints | 45 minutes |
| 5. Organisation of Project Plans
To finalise Phase 1 question sheet
To organise E&V volunteer teams (pairs)
To discuss locations and time frames | 45 minutes |
| 6. Any Other Business | 10 minutes |

DATE OF NEXT MEETING:

30 November 2016, 10 am - 12 pm, Kingston Quaker Centre, Large Committee Room

Healthwatch Kingston upon Thames

Notes on the Hospital Services Task Group Meeting
 Wednesday 7 September 2016 10:00-12:00
 At Kingston Quaker Centre, Large Committee Room

Present:

Graham Goldspring, Chair	G G	Marita Brown, Active Affiliate	M B
Nigel Spalding, Trustee	NS	Jo Boxer, Active Affiliate	JB
Glenn Davies, Active Affiliate	G D	Diva Shah, HW Kingston Staff	DS

ITEM		Action
1.	Welcome, Introduction and Apologies Apologies received from Stephen Hardisty, Anne Blanche, Marianne Vennegoor, Pippa Collins, Scotty Mcleod	
2.	Notes of the last meeting and actions held on 27 July 2016 Notes were amended. Actions: 2.1. Email to be sent to Helen Haywood regarding point 4.3 and 6.3 on notes 2.2. Email to be sent to Marita Brown regarding Kingston Hospital's Action Plan following CQC's report	2.1. DS 2.2. DS
3.	Matters Arising None	
4.	Incident Monitoring & Patients' Complaints GG: noted his analysis of the PALS reports and picked out issues relating to	

communication and discharge. Also gave his own experience regarding 'next of kin contacts' - contacts are not being saved onto I.T systems appropriately resulting in problems as the patient moves across wards. This has happened every time GG's friend has been admitted.

NS: It's important to encourage people to make formal complaints to PALS - so that complaints are in the system.

JB: Issue of PALS not identifying common themes between complaints when there are common themes collectively.

DS: Perhaps PALS reports need to be compared and contrasted to previous months / years for themes to be identified as pointed out by members.

MB: I.T systems may be to blame.

GD: there is a problem with multiple access of input with I.T systems - inherent difficulty that applies to any database with multiple access points.

Action:

4.1. Email to be sent to Pippa Collins regarding any feedback received from her letter to Duncan Barton

4.1.
DS

5 Organization of Project Plans

5.1. GD, DS and SH visited Kingston Hospital to identify locations Healthwatch could set up. Strategic locations were identified and proposals sent to Sarah Giggs.

5.2. MB suggested pitching up at the Pharmacy as many patients (outpatients and those awaiting discharge) tend to spend a long time at the pharmacy for medications.

5.2.1. MB also suggested going to wards and asking who is going to be discharged on that day for us to talk to

5.2.2. NS: gather feedback from Healthwatch Mailing List: what was your experience of outpatients or discharge...

5.3. GG:

- carry on with E&V regardless of publicity materials
- During E&V, volunteers to work in pairs
- Agree on locations, dates and availability of members
- Also talk to staff about their experiences of discharge / outpatient communications
- Have an A4 size of Healthwatch 'who we are, what we do...' for

- patients
- Prompts are to be decided and made
- Visit day centres as they may have people who have been discharged, StayWell may have useful information too

Actions:

1. DS to design and send out short questionnaire to mailing list about recent experiences around outpatient communication and discharge. Important to mention in questionnaire that Phase 1 is gathering feedback to identify trends for Phase 2 where there is a high possibility that patients will receive the survey again.
2. GD will hand out questionnaires at the Pensioners Forum.
JB will hand out questionnaires to her network too.
3. DS: Email Duncan to put us in touch with department wards
4. E&V teams to work in pairs
5. Agree on locations, dates and availability of members
6. DS Have an A4 size of Healthwatch leaflet 'who we are, what we do...' for patients.
7. DS to make prompt cards for volunteers to use when talking to patients

1. DS
2. GD / JB
3. DS, 6.
DS, 7.
DS

<p>6</p> <p>.</p>	<p>Any Other Business</p> <p>None</p>	
<p>7</p> <p>.</p>	<p>Date of Next Meeting</p> <p>The next meeting will be held on Wednesday 19th October at the Kingston Quaker Centre, Large Committee Room</p>	