

Hospital Services Task Group

Agenda

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This agenda is available on:

www.healthwatchkingstonuponthames.org.uk

Date: Wednesday 30 November 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 19 October 2016 | 10 minutes |
| 3. Project updates and reports | 60 minutes |
| • Experience and feedback from Outpatient Outreach session | |
| • Discharge project | |
| 4. PALS reports and Complaints | 30 minutes |
| 5. Any Other Business | 10 minutes |

DATE OF NEXT MEETING:

Wednesday 4 January 2016, 10 am - 12 pm, Kingston Quaker Centre, Large Committee Room

Healthwatch Kingston upon Thames

Notes on the Hospital Services Task Group Meeting
 Wednesday 19 October 2016 10:00-12:00
 At Kingston Quaker Centre, Large Committee Room

Present:

| | | | |
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| Graham Goldspring, Chair | GG | Marita Brown, Active Affiliate | MB |
| Nigel Spalding, Trustee | NS | Jo Boxer, Active Affiliate | JB |
| Marianne Vennegoor, Active Affiliate | MV | Helen Haywood, Active Affiliate | HH |
| Rahel Fikremiriam, Active Affiliate | RF | Pippa Collins, Active Affiliate | PC |
| Glenn Davies, Active Affiliate | GD | Philip Indge, Active Affiliate | PI |
| Martin John Gale, Active Affiliate | MJG | | |
| Anne Blanche, Active Affiliate | AB | Diva Shah, HW Kingston Staff | DS |

| ITEM | | Action |
|------|---|---|
| 1. | Welcome, Introduction and Apologies Apologies received from Laura Bond | |
| 2. | Notes of the last meeting and actions held on 7th September 2016 Notes were amended. However, PI relayed back that certain people don't have access to the NHS website due to accessibility issues e.g. those with low vision | |
| 3. | Matters Arising None | |
| 4. | Incident Monitoring & Patients' Complaints Action 1: Email to be sent to Claire Parker requesting meeting at a separate meeting outside HSTG meeting to discuss PALS and complaints and how they can improve their reporting methods. Action 2: All members to send DS questions they would like to address to Claire Parker before meeting so she can come prepared for the meeting | DS ALL |

| | | |
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| 5. | Organization of Project Plans | |
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Task Group finalised E&V dates in November, including locations to set up in Outpatients.

PI noted that hospital should provide appointment letters in alternative format

Action 1: Make prompt sheets for volunteers to use when talking to patients

DS

Action 2: Keep an E&V pack ready for volunteers to include clipboard, pens, prompt sheets, leaflets, any promotional gifts

DS

Discharge Project:

AB:

Staywell is not only organisation to give services to Kingston residents. (Crossroads Richmond and Kingston has a few too) Staywell is not a branch of Age UK it was one of only six in the country to opt out when Age Concern and Help the Aged merged. When approached Age UK cannot provide a service in this Borough. There is one in Richmond. They do have services and information over and above those of Staywell as they are national organisation. That said Staywell does provide good services.

There is always the element of patient choice. People can come from any area in the country, particularly if there is someone with a degree of expertise in a specialty not available in their own area. You also need to look at Kingston residents registered with GP in other areas. They sometimes have access to better services elsewhere. There are some very vulnerable groups who use the hospital too who possibly never get much help on the outside. You have to have a home to visit! We have quite a large homeless population in this Borough. Matt might be able to give you a few ideas.etc

Action 1: Find where Healthwatch Kingston can add to the Healthwatch Richmond Discharge Report before we set out to do our discharge project

6. Any Other Business

leaflets about Healthwatch and the various formats were discussed and also the views of both MJG and PI were included. New leaflets to be designed

7. Date of Next Meeting

The next meeting will be held on Wednesday 30 November 2016, 10 am - 12 pm, Kingston Quaker Centre, Large Committee Room