

Agenda

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Published on 31st August 2016

Hospital Services Task Group

Date: Wednesday 7 September 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 13 July 2016
Helen Hayward to feedback on which Complaints Manager to invite to HealthWatch | 10 minutes |
| 3. Matters Arising | 5 minutes |
| 4. Incident Monitoring & Patients' Complaints
To note feedback from Pippa Collins | 10 minutes |
| 5. Organisation of Project Plans
To note feedback from Sarah Giggs
To discuss group members availability for E&V
To discuss best options for accessing outpatient areas to get feedback | 1 hour 25 minutes |
| 6. Any Other Business | 5 minutes |

DATE OF NEXT MEETING

Wednesday 19 October 2016 10am-12pm

Healthwatch Kingston upon Thames

Notes on the Hospital Services Task Group Meeting
 Wednesday 27 July 2016 10:00-12:00
 At Kingston Quaker Centre, Large Committee Room

Present:

Graham Goldspring, Chair	GG	Pippa Collins, Active Affiliate	PC
Nigel Spalding, Trustee	NS	Helen Hayward, Active Affiliate	HH
Glenn Davies, Active Affiliate	GD	Marita Brown,	MB
Marianne Vennegoor, Active Affiliate	MV	Diva Shah, HW Kingston Staff	DS
Jo Boxer, Active Affiliate	JB		

ITEM		Action
1.	Welcome, Introduction and Apologies Apologies received from Anne Blanche and Laura Bond	
2.	Notes of the last meeting and actions held on 18th May 2016 2.1. Notes of the last meeting were amended.	
3.	Matters Arising 3.1. Hospital Services Task Group had planned to invite a member of the Kingston Hospital PALS team to attend a HW meeting. However, due to practicality issues and staff shortages, it was decided that a few members of the Hospital Services Task Group have their meeting with the PALS team at the Hospital instead of at HW. 3.2. Meeting date and members attending the meeting to be confirmed 3.3. Any issues that come up during the meeting with the PALS team will be highlighted to Duncan.	
4.	Incident Monitoring & Patients' Complaints 4.1. MB and HH agreed to represent HW Kingston at hospital board meetings. 4.2. Issues arose around the PALS and complaints reports but also the processes. PALS don't receive complaints from all wards. Therefore confusion as to how the PALS complaints reports are being reported. 4.3. HH suggested asking Duncan about the different procedures involved in formal complaints but also in PALS procedures to clarify confusion. Subsequently, HH offered to speak to Duncan and find out the right person to come to one of our meetings who would have a holistic control and knowledge about all avenues of complaints procedures. 4.4. HH has also asked to be part of the Patient Experience Group chaired by Duncan. It was acknowledged that better	HH

	<p>reporting systems will lead to an initial increase in incident reporting which will then lead to an improvement in services</p> <p>4.5. NS: suggested group members look at what information is published online for us to be aware of different procedures</p>	HSTG members
5.	<p>Health & Social Care Work Programme 2016-17</p> <p>5.1. DS: Discharge Project is separate and different to Outpatients Communication project. Each project will have its own separate tasks and each will have different phases.</p> <p>5.2. GG: Timescale for project to be planned. Identified different phases that the project will take.</p> <p>5.3. Phase 1 of each project is to engage with outpatients around the hospital and use an open question to get them to talk about their experiences. From this information we will can identify 'themes' which would help to identify the right questions to go in a questionnaire for the wider community (this will be phase 2).</p> <p>5.4. GG: We should not assume that we ask the questions that we think are the issues. The appropriate questions can be structured based on evidence from Phase 1.</p> <p>5.5. Group acknowledged that the discharge process is not a one-stop procedure - it carries on even after being released from hospital - therefore it did not seem feasible to ask patients at discharge lounges about their discharge process.</p> <p>5.6. Group planned and designed first phase of Discharge Project and first phase of Outpatient Communication Project. To be attached to minutes.</p> <p>5.7. Leaflets and banners for first phase to be designed before 7th September.</p> <p>5.8. Members of the Hospital Services Task Group have been requested to provide their dates of availability during the month of September to gather views from patients at Kingston Hospital</p> <p>5.9. DS and GD to visit Kingston Hospital on Friday 29th July to find areas the group can pitch up to gather patient views.</p>	DS / GG
6.	<p>Any Other Business</p> <p>6.1. Discussed latest CQC report on Kingston Hospital. Since the CQC report and investigations, improvements at Kingston Hospital have and were being made, as noted by HH.</p> <p>6.2. Outstanding areas have also been identified in various departments.</p> <p>6.3. NS requested Action Plan addressing the CQC report from</p>	HH

	Kingston Hospital. HH will try and get it	
7.	Date of Next Meeting The next meeting will be held on Wednesday 7th September at the Kingston Quaker Centre, Large Committee Room	