

MINUTES OF PRIVATE MEETING
Held Tuesday 12th September 2006 from 1.30 pm to 3.30 pm
At New Oriel Hall, Brookleaze Buildings, Larkhall, Bath, BA1 6RA

ATTENDEES

PPI Forum Members:

Connie Wright	Chair of Forum
Kate Mountford	Vice-chair of Forum
Nancy Young	Member
Paul Thomas	Member
Jill Tompkins	RUH PPI Forum
Sylvia Corry	Chair, AWP Mental Health PPI Forum
Veronica Parker	RUH PPI Forum
Peter Biggs	West Wiltshire PPIF
Ron Stannard	West Wiltshire PPI Forum
Pat Stannard	West Wiltshire PPI Forum
Anne Keat	AGW Ambulance Forum
Mike Griffiths	Kennet and North Wilts PPIF
Simon Griffiths	Somerset PPI Forum
Ben Rogers	B&NES PCT PPI Forum
Tom Evans	B&NES PCT PPI Forum
Peter Dix	RUH PPI Forum
Jetta Found (part of meeting)	RUH PPI Forum

HAP (Forum Support Organisation):

Deb Hawken	Forum Advisor
Paul Howard	Forum Adviser

APOLOGIES

Hilary Elms	RNHRD PPI Forum
Susan Fremantle	RNHRD PPI Forum
Annie Barnard	Forum Adviser
Sally Wood	Forum Adviser
James Bates	Publicity and Conferences, HAP
Members of	Weston Hospital PPI Forum

Abbreviations:

RNHRD	Royal National Hospital for Rheumatic Diseases NHS Foundation Trust
The Min	Refers to the RNHRD (local name for the Trust)
RUH	Royal United Hospital Bath
NHS	National Health Service
OSC	Overview and Scrutiny Committee
B&NES	Bath and North East Somerset
PCT	Primary Care Trust
PPIF	Patient and Public Involvement Forum/Fora

1. WELCOME AND INTRODUCTION FROM THE CHAIR PERSON

The Chair welcomed everyone to the meeting and appreciated how far some members had travelled to attend.

2. APOLOGIES FOR ABSENCE – noted above.

3. DECLARATIONS OF INTEREST

There were no declarations of interest.

4. MINUTES OF MEETING HELD TUESDAY 18TH JULY 2006

The minutes were agreed as an accurate record.

3.1 (6) Remove "Schemes fall into four categories".

5. MATTERS ARISING

6. TRANSPORT INITIATIVE (DH/NY)

6.1 Background

The Chair explained the background to this initiative, and about the public meeting held in July. The Chair also talked about the problems of people with disabilities, particularly wheelchair users.

Deb Hawken talked about the wider transport initiative and the purpose of this meeting and explained that forum members would not need to travel to a number of meetings. Forums could work on their own transport initiative utilising Paul Howard and Deb Hawken to research information and communicate forum work so that forums working on similar initiatives could work together. At the end of the initiative all forum reports would be sent to Deb and Paul and they would write an Executive Summary and a conclusion, part of which would point out commonalities. The Members would then meet to agree the overall report and discuss where it should be sent and how it should be handled.

Sylvia Corry: Asked that trains should be included in the initiative. Some trains only run twice a day and that does not facilitate transport to hospital appointments.

Veronica Parker: Asked about the Disability Discrimination Act (DDA), and the problems of those who have to work. The DDA is the law of the land. The Chair replied that service providers say that they provide the services required by the Act but service users disagree.

The Chair said that Sir Elgar Jenkins, Transport Minister for B&NES Council had been in contact with her and was surprised that wheelchair users were having difficulty with taxis.

Forum members are not responsible for transport, but the health issues are inherent where there is a struggle with access. People with disabilities are generally high NHS service users and require constant access to reliable transport in order to be independent.

Paul Thomas: Reminded the meeting that he had encouraged B&NES PCT to log and publish complaints. The Chair said that there was a need to set up some sort of group to take these issues to the people who can influence and make a difference. Ann Keat said that the Transport Select Committee is the place to take this report.

Ann Keat: Said that there are no hoists for wheelchair users to get onto a Ferry to Ireland, and people travelling on aeroplanes are also treated with discrimination.

Mike Griffiths: Said that councils can refuse licences for public use if disability provision is not made. Transport providers should also be licensed only if they provide services for people with disabilities.

Wiltshire County Council has asked Community First to take responsibility for transport for people with disabilities.

Connie Wright: Said that we must provide proof to support the case, and that the groups experiencing access problems can provide proof.

Pat Stannard: Bought a copy of the Wiltshire Local Transport Plan, it is available from the website.

Jill Tompkins: On the television news there was a gentleman who has to travel past his destination to get another train to take him to his home station because he is a wheelchair user. Would B&NES Council be prepared to part-fund part of the transport meeting? Deb Hawken and Paul Howard are in discussions about funding. To look at Dial-a-Ride services nationally and find out what services we have in this area and how they compare.

Simon Griffiths: Somerset forums have been reconfigured into one forum. He has concerns that it would be difficult to do this work justice in the 9 remaining months unless Fora draw on previous research. He is working on the building of a new surgery in Yeovil, which is out of town. If there is no transport provision then the service itself will become a waste because people will not be able to access it, especially those in wheelchairs. The unit is sited on an industrial estate. There are 100 car parking spaces of which 2 are designated disabled spaces. As far as the Somerset Forum can see everything has been taken into account except the patient.

It will be important to take the subject to the public, but also to ensure that questions are factual and evidence based. During the Somerset Diabetes Survey the Forum did not receive a great deal of support from the local PCT.

After 15 years of complaints the parking at Yeovil Hospital is finally to be reviewed and parking should be increased by approximately 25%. **Disabled parking is free and placed just outside the main entrance.** This is as a result of PPIF work.

Somerset has a Dial-a-Ride service. Buses have wheelchair access and drivers are prepared to help. The service isn't suitable for multiple hospital appointments, it is important to have a regular service to medical establishments.

He will recommend to the Forum that they take this initiative forward, focussing on specific issues.

Paul Thomas: When siting new services it is important to take travel access into account.

Pat Stannard: RUH car parking has been changed around. There are now barriers. Janet Whitman deals with car parking at the RUH and it is easier for people with disabilities to go into the main entrance of the RUH and find out where there is a parking space. There are extra spaces, but no one has been told.

She has discovered that people with cancer can get a 10-week ticket, which results in only a £2 rebate. Over a period of treatment car parking alone will cost more than £40.00, plus travelling costs. Other treatments also incur great parking and travelling expense: kidney dialysis, heart patients, and others with long-term illnesses. There have been initiatives going back to December 2004 to get free car parking for cancer patients.

There are examples of transport for people with disabilities paid by donation. *Provisional Wiltshire Local Transport Plan 2006/07 – 2010/11.* Under County Council Website, transport, publications.

Peter Biggs: There are many difficult issues. Forum members need to decide what initiatives they wish to take and how. Local Councils are the ones to sort out some issues. Acute Trusts should be approached to sort out their own issues. List in *The Times* recently of

most expensive hospital parking. Should parking charges be national or local? Should the Members focus on local or national issues?

Tom Evans: Has just come from a meeting about Dial-a-Ride in B&NES. B&NES is lagging behind Bristol but they are trying to catch up. Services have recently been put into Midsomer Norton and Radstock. Dial-a-Ride is not suitable for transport to hospital. Because such services are generally run by volunteers local government is encouraging these services.

If members are to embrace car parking there is a need to talk to *Action for Pensioners* who are pressuring the Trust to reduce car parking charges for the elderly. Also car parking charges are not always the fault of the NHS Trusts, pressures can be governmental, planning, etc.

Peter Dix: These issues seem to be 'fire fighting'. They should be tackled on a national basis not fragmented.

Issues noted:

- Use existing research
- Car parking charges – a comparison, are there initiatives to help people with costs (locally or nationally)
- Transport for people with disabilities
- Access for people with disabilities (including transport access)
- Siting of new NHS builds, transport to and parking at
- Transport service providers
- Links between the NHS and local councils
- Availability of information about transport for people with disabilities and other vulnerable groups, improvements needed
- Availability of information at hospitals and GP surgeries. Are there directories?
- Research who provides transport for people with disabilities locally
- Difference between urban and country areas
- Forum members to provide brief reports of local initiatives
- Compare transport services for people with disabilities nationally (e.g. Dial-a-Ride)
- Are transport services such as Dial-a-Ride suitable for a medical appointment.
- Talk to other groups such as *Action for Pensioners*
- Ambulance travel, distance, time.
- Needs of the elderly.

6.2 The Way Forward

The Chair said that those members attending the meeting had explored whether there were issues that forum members can take forward.

- A vote was taken as to whether forum members would take the discussion back to their forums and suggest that the forums take the issues forward.
- Receive a list of the issues raised at the meeting.
- Set up a task group.
- Set timescales with a definite end date.

The Chair thanked everyone for attending and for their input.

Agreed	6	Agreed that forum members will take this initiative back to their forums.
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Action	6	Deb Hawken to provide a list of the issues arising from the meeting to all attendees.
		Deb Hawken and Paul Howard to liaise with forum members to set up a task group and advise on initiatives

	Deb Hawken and Paul Howard to research transport issues, parking costs, and feed the information back to the forum members
	Set timescales with a definite end date
	Deb Hawken and Paul Howard to put together a list of forums working on transport and the initiatives they are going to work on
	To involve the ambulance forums and ask them if services differ area by area. Ask them for a report to form part of the overall report. Somerset Ambulance Service works with the Somerset PPIF.
	One set of information for Ron and Pat Stannard

The rest of the agenda has been deferred to an extra private meeting in October

7. VISIT TO BATH HEAD INJURY UNIT AT RNHRD NHS FOUNDATION TRUST

7.1 Format for Visits (PT)

8. CHAIRS' CONFERENCE (KM)

9. HAP ADVISOR'S UPDATE

9.1 Forum Support

Deb Hawken explained that she and Paul Howard are trialling a more supportive way of working to provide better support to forums.

10. MEMBERS CONCERNS AND URGENT MATTERS

11. TO CONFIRM DATE, TIME AND VENUE OF NEXT MEETING