

# **PATIENT AND PUBLIC INVOLVEMENT FORUM (RUH BATH)**

## **Minutes of a Meeting in Public**

**Wednesday 11 January 2006 at Melksham Town Hall**

### **1 Attendance**

- 1.1 Forum members present: Jill Tompkins (Chair), Veronica Parker (Vice Chair), Jetta Found, Sylvia Humphries, Jane Luckham-Down, Patricia West, Peter Dix.
- 1.2 HAP staff present: Jo Bell, Karen Miller
- 1.3 RUH staff present: Alan Gorse, Edwina Lloyd
- 1.4 Public present: none
- 1.5 Apologies: Mike Hanley, David John, Brenda Tabley, Jeff Rattle, Paul Howard

### **2 Declaration of interest**

There were none.

### **3 Public Forum**

- 3.1 No members of public were present.
- 3.2 Jill Tompkins expressed concern that public meetings were poorly attended, it is a requirement that time is allocated for the public. Could this be a topic for the Members' and Chairs' Conferences? Members felt at this time of change it could be an issue raised with CPPIH. A discussion took place covering the advertising of public meetings. Suggestions included hospital radios to raise the awareness of forums. Members asked Alan Gorse how he dealt with advertising his position, he has distributed 10,000 leaflets out of which he receives 60 – 65 enquiries per month. Access to a Web page, referrals from other PALS agency network, advertisement in B&NES Council newspaper. He commented that lack of public interest is a national problem, members of the public do not respond or react to statutory body meetings. He recommended attaching the forum to specific areas relating to Health e.g. mother & toddler groups, care homes.

### **4 Minutes of the meeting in public of 26 October 2005.**

- 4.1 Item 5: Peter Dix had posed a question relating to appointment times. The legal requirement is for an appointment to be received within 13 weeks. In his experience this has been forthcoming but then cancelled and rescheduled for a

later date, thus fulfilling the legal requirement but not the patient's needs. Edwina Lloyd asked if the question was on a personal level or had the issue been raised as a matter of concern through the Forum. Generally, if minuted in this way, an answer would not be forthcoming, a letter to the Trust requesting such information would be required. Jill will discuss with Paul Howard if a letter should be raised on this issue to receive a response from the Trust.

- 4.2 A discussion took place on future schemes to reduce bed blocking. Accident and Emergency departments are often used as a short cut. Forum members were asked to think about the inclusion of this subject in their next work plan.

## **5 Matters Arising**

- 5.1 Jill advised CPPIH are holding a training session on 'Infection Control' at Salisbury Race course – Wednesday 8<sup>th</sup> February. If you wish to attend please call CPPIH.
- 5.2 Jill asked members to confirm if they are attending the Members Conference in Warminster on Monday 13<sup>th</sup> February 2006. Attendees listed below:

Pat West, Veronica Parker, Jetta Found, Peter Dix, Sylvia Humphries, Jill Tompkins will attend. Jane Luckham-Down cannot attend.

## **6 Matters for debate**

### **6.1 Avon, Gloucester & Wiltshire Strategic Health Authority**

Meeting to be held on 25<sup>th</sup> January 2006, 2.00pm – 4.00pm – Jill Tompkins, Jetta Found and Sylvia Humphries are attending.

### **6.2 PALS event (University of the West of England)**

Paul was due to supply information to the Forum, postpone till next meeting. Karen to email Paul. Members involved are Brenda Tabley and David John.

### **6.3 Core Standards Report**

Glyn Young and Viv McHale, from RUH, will be invited to the Forum's next meeting on 21st February 2006 to discuss the 'Core Standards Report'. The Forum would like to carry out visits to the outpatients department, talk to Patients and fill in an evaluation form. Covering how they have been dealt with from receipt of appointment, staff attitudes, surroundings etc. Alan Gorse felt Questionnaires need to be geared towards the ability to gain a conclusion on completion. The 'Ethics Committee may need to be consulted reference the questions and how the information would be stored, for patient confidentiality. Alan Gorse also, informed the Forum under the 'Freedom of Information Act', the Forum can request this information from the RUH, which has already been collected and collated by them. Jo Bell felt that often it is better to have face to

face contact with the public, the exercise is not for number crunching but to ascertain how the individual patients feel about the service they are receiving.

#### **6.4 Discharge**

Delay until next meeting in absence of Paul Howard.

#### **6.5 Action Plan**

Delay until next meeting.

### **7 Items for information**

- a) SHA Infection Control, Jenner House - Jill attending. Jill will also be attending a BMW meeting in the morning.
- b) CPPIH, 'Completing Work' training – Jill and Veronica.
- c) Michael Cruse, Oncology Support Worker, is meeting with Jill and may attend a future Forum meeting.
- d) Jetta Found (PEAT) and David John will compile a joint report to forward to Paul Howard. As yet there has been no notification of the next meeting date. Edwina Lloyd advised that Jenny Watson is the contact at the Trust. Paul Howard will be asked to contact Jenny Watson.
- e) PALS meeting – David John not present. It was agreed to ask Paul Howard to contact David and ask him to arrange with Brenda a suitable time for them to meet Alan Gorse.
- f) Smoking Action Group – David John not present. Edwina Lloyd has emailed the draft policy to Paul Howard, she will resend. There is a staff 'Consultation', period planned with RUH staff to cover the introduction of a smoke free site. There was a short discussion on 'how' this will work. Patients will have support through out their stay in hospital. Staff will have one to one help available during the transition period.
- g) Meeting Venues – a discussion took place around meeting venue issues. Members felt the parking at the New Oriel Hall is becoming increasingly difficult and raised the question of whether the locality room is feasible or economical. Venue suggestions – Twerton Football Club – Jane Luckham-Down felt the parking there was very good; Civil Service Club at Claverton Down or the Somer Centre. It was agreed to discuss these issues with Paul Howard.

### **8 Matters for decision**

- a) Volunteer for Essence of Care Group (next meeting 19<sup>th</sup> January 2006)  
General standard of nursing care is graded and recommendations put forward to improving gradings. Sylvia Humphries and Pat West will lead on this group.

## **9 Issue from Royal United Hospital Trust**

Out Patient Survey has been given to Paul Howard by Edwina Lloyd, in hard copy.

Next meeting – private meeting 21<sup>st</sup> February, New Oriel Hall. Papers deadline 7<sup>th</sup> February

Next meeting – private and public 29<sup>th</sup> March, Midsomer Norton