

**Minutes of a Meeting in Private  
Tuesday 21 February 2006, New Oriel Hall**

**1 Attendance**

1.1 Forum members present: Jill Tompkins [chair], Veronica Parker [Vice Chair], Peter Dix, Jetta Found, Sylvia Humphries, David John, Jeff Rattle, Patricia West.

1.2 HAP staff present: Paul Howard.

1.3 RUH staff present: Viv McHale, Glyn Young.

1.4 Apologies: Brenda Tabley, Veronica Parker [lateness]

1.5 Resignation: Jane Luckham Down.

**2 Declarations of interest**

2.1 There were none.

**3 Draft minutes of the meeting in public of 11 January 2006**

3.1 re 7 c Michael Cowan is the correct name, not Cruse, and he is a volunteer support worker.

**4 Matters arising**

4.1 re 7e – David John and Brenda Tabley had attended at the RUH on 20 February, but Alan Gorse had been unwell.

4.2 re 7f – David John had received information from the smoking committee – marked private.

4.3 David John had been phoned up by University of the West of England and asked to attend a meeting for the national PALS research. He had asked for the minutes of the meeting, since he could not attend. The minutes had not yet been received. **Action: Paul Howard to chase up.**

## 5 Core Standards

5.1 Comments from Peter Dix and Jill Tompkins were tabled.

5.2 Members expressed concern about potential funding cuts by Wiltshire County Council to the Wiltshire Hopper bus.

5.3 Viv McHale commented that the core standards self assessment process gave the Forum an opportunity to tell the Royal United Hospital about communication issues, and they would have to respond. She apologised for not telling the Forum what was being done about what came out of the October draft declaration process. She assured the Forum that the Royal United Hospital did take the Forum's comments seriously and had done things to address the October 2005 comments.

5.4 After considerable discussion, the Forum agreed to resubmit the October 2005 comments to Viv McHale, with the following points added:

- We were concerned that we had to write for a progress report on the action plan which the RUH formulated following our unannounced visits, and also that our members were not included in the groups formed to look at the issues addressed in the action plan.
- There is a need for clear lines of communication between RUH officers and Health Advocacy Partnership and the Forum.
- Sometimes the Forum does not receive notes of meetings which our members have attended, and sometimes when new working groups are set up, we are not made aware.
- We are concerned that the PALS Service has only one member of staff, and feel that better arrangements to cover necessary absences could be made. We also feel that the PALS service needs access to more prominent places in the hospital so that it can be better known to the public, perhaps following the example of Salisbury Hospital where PALS is very visible at the entrance.
- We are aware of problems with inadequate administration of appointments systems, particularly for patients with long term conditions with six monthly or annual appointments.
- Members were impressed with the Breast Cancer Unit at a recent visit.

5.5 It was suggested that the Forum may wish to have some space on the RUH internal and external web sites.

5.6 It was agreed that the Forum would have clinic appointments as a topic for a meeting in public.

5.7 It was agreed that Viv McHale and Glyn Young be invited back in the autumn, and that regular contact would be maintained.

## **6 Invitation to Tracey Halliday**

6.1 It was agreed that Tracey Halliday be invited to talk to the Forum about infection control.

6.2 Jill Tompkins had been very impressed with recent infection control training from Commission for Patient and Public Involvement in Health, delivered by Professor Chris Griffith of Cardiff University. She encouraged other members to attend future training.

## **7 Steven Wheeler [new Non Executive Director]**

7.1 It was agreed that he should receive minutes of Forum meetings and be invited to the March meeting.

## **8 Great Western Hospital Forum**

8.1 The GWH Forum had asked about day surgery procedures in Bath. The Royal United Hospital Forum agreed to ask the Royal United Hospital for the information and for a copy of the response to go to GWH Forum.

## **9 Jane Luckham Down's resignation and desire to continue on committees.**

9.1 The Forum noted that Jane Luckham Down would continue as a patient representative on three committees at the Royal United Hospital. Members wanted it to be clear that she would no longer be a representative of the Forum. Veronica Parker would be the Forum's representative at the next Public and Patient Involvement Development Implementation Group meeting. A permanent replacement on that group would be sought.

## **10 Work plan, discharge, outpatients survey**

10.1 It was agreed to defer these items to the March meeting

10.2 Members completed forms to show availability for meetings and ideas for the work plan. Paul Howard would circulate additional copies of the forms for further ideas for the work plan. **Action: Paul Howard**

## **11 Items for information**

11.1 The following items had been circulated and were noted:

- Incident alert due to bed pressures
- Completing work in a Forum – power point slides and Gantt Chart
- RUH Board report January 11
- OSC B&NES report 13 January
- Essence of Care report 19 January

## **12 Member issues**

12.1 Jill Tompkins asked for comments on the members' conference. Various comments were made, including that there was no proper feedback from the discussion groups. Notices had just been stuck up on wall. Members felt that the ending had meandered a bit. One member felt that the people facilitating the discussions had not been told much in advance and had not done much research. One member had been bored at the start with the two presentations. It was agreed that members would submit further comments to Paul Howard by early March.

12.2 It was agreed that the suggestion goes to the next chairs' meeting that chairs plan future members' conferences.

12.3 Members discussed the ending of provision of sandwiches at meetings by Health Advocacy Partnership, and felt that provision should be reinstated. It was agreed that the issue should be taken up at the next chairs' meeting.

## **13 Next meeting – public meeting 29<sup>th</sup> March. Papers deadline 15<sup>th</sup> March.**

13.1 It was agreed that the meeting in public be extended by 1 hour if possible.