

TAUNTON & SOMERSET PPI MEETING IN PUBLIC

At

**Compass Disability Services, Unit 11/12 Belvedere Trading Estate,
Taunton TA1 1BH**

On Thursday 5th July 2007 10.00am – 12.30pm

1 **ITEM 1** WELCOME AND INTRODUCTIONS, DECLARATIONS OF INTEREST AND ACCEPTANCE OF APOLOGIES FOR ABSENCE
PRESENT

Di Tilley, Diana Morris, Barbara Weston, Eric Coates, Glyn Meredith,
David Boyland, David Rees (Chair)

APOLOGIES

David Homer, Mark Wall

CPPIH

Jo Purvis

Taunton and Somerset NHS Trust

Ros Wyke, Steven Keith, Ian Bramley, Helen Muir

HAP

Annie Barnard, Rosemary Hasler

DECLARATIONS OF INTERESTS

There were no declarations of interests.

Papers circulated

Local Involvement Networks (LINKs)

The Dorset Steering Group

Taunton and Somerset NHS Trust 2006 Staff Attitude Survey

Quality First Conference

David Rees welcomed new member Eric Coates and asked everyone to introduce themselves.

2 **PUBLIC FORUM**

No members of the public present.

3 **DORSET EAPS – Jo Purvis, Joint Transition Co-Ordinator**

There are seven early adopter projects supported by CPPIH and two by the Healthcare Commission. The aim is to explore how a LINK (Local Involvement Network) could work. The EAPS are not LINKs pilots. Their purpose is to learn as much as possible about involvement, diversity and engagement and how a LINK could work.

All seven projects have steering groups. The Dorset steering group is made up of PPI Forum members, Local Authority representatives, councillors, community organisations, PCTs and CSCI (Commission for Social Care Inspection). Dorset also has two sub-groups looking at publicity and procurement (contracts).

All EAPs are being evaluated by the National Centre for Involvement.

Brenda Cook, DoH will be reporting on what a mature LINKs will look like. Initial learning is showing the need to involve several parts of the Local Authority – community engagement, strategy, scrutiny, commissioning and procurement. Also to build on what is already in the locality, and not to duplicate.

Geography is important – people define their own localities and neighbourhoods.

Questions

David Boyland: Should we set up a local LINKs in the Taunton area?

Diana Morris: Have you engaged with West Dorset Hospital?

Ros Wyke: How is LINKs going to work?

Comments

Glyn Meredith: LINKs omits any reference to health. As Somerset will soon be a unitary authority, I expect LINKs will be the LA's 'sounding board'.

David Rees: I feel it's our role to be pro-active in shaping LINKs in Somerset.

Volunteers don't mind working hard as long as it's useful.

Rosemary Hasler: It is important that the Forums take a county-wide approach.

Barbara Weston: We need to be contacting the voluntary sector and Somerset Compact.

David thanked Jo for her very interesting presentation.

4. MINUTES FROM PREVIOUS MEETINGS

26th APRIL 2007: AGREED

7th MAY 2007: AGREED

5. MATTERS ARISING

Minutes 26th April 2007: Item 8 (8.4) Patient Safety Leaflet. David Rees reported that Lynn Gurnett (Taunton and Somerset NHS Trust) has invited members to sit on the working group. DR/GM/EC to attend.

6. UPDATE FROM TAUNTON AND SOMERSET NHS TRUST

1. Staff Survey – Steven Keith

The staff survey is mandatory. It is conducted by a third party and analysed by Birmingham Aston University. 850 staff were sent questionnaires – 24% of the workforce. 500 staff returned questionnaires. The trust gets a detailed and a summary report from the Healthcare Commission. The results of the survey are presented to the Board and the trade unions. An action plan is agreed and the results are shared with the staff. Areas of concern which the action plan is focusing on include:

- Physical violence, bullying and harassment
- Managing stress
- Staff morale
- Communication
- Inconsistent Management practices

Questions

Di Tilley: Is the staff survey anonymous? Yes

What unions are involved? Unison, Unite, BMA, RCN

Glyn Meredith: The court board does surveys twice a year. Could the trust survey every six months?

We are unable to an additional one as it would cost £8,000.

Jo Purvis: Do the trust have to pay for annual survey? Yes

The trust takes the results of the survey seriously and have bought into web based self assessment tool for stress.

David thanked Steven for this very interesting presentation.

2. 18 Weeks Referral to Treatment Project – Ian Bramley and Helen Muir

Ian updated members on the trust plan to achieve the 18 week target by 31st December 2007

The 18 weeks – referral to treatment project will be implemented in all trusts by December 2008.

The project is looking at the patient's journey from 'referral to treatment'. The project will reduce the number of hospital appointments as more services will be provided by GPs. At present the trust manages three types of waiting times:

1. Outpatients
2. Diagnostic
3. In patients

The 18 week project is about redesigning the patient care pathway and taking the delays out of the system but not comprising on quality.

Problem areas are ENT, Orthopaedics and Audiology.

David thanked Ian and Helen for the update on the project.

3. Update from Ros Wyke , Chair

The trust has been described as the best medium sized trust in the country by the Dr Foster Survey. The members asked for their congratulations to be passed onto the Board.

The Quality First Conference had several presentations and also celebrated the quality of the staff/work within the organisation.

MRSA Figures are still not zero and C.diff is very low.

The trust has started the process of recruiting a new Chief Executive and will be issuing an invitation to the Forum to attend an informal meeting with the candidates.

Carolyn Moore, Director of Nursing has taken up the Director of Nursing post at Weston General Hospital. Martine Price is the new Director of Nursing at the trust.

David thanked Ros for the update.

7 INFORMATION AND REPORTS

(7.1) Taunton and Somerset Quality First Conference – Diana Morris

Diana circulated a report on the conference.

(7.2) Information from South Western Ambulance Forum – David Homer

David was not present so no report given.

(7.3) Information from the PEAG Meeting – Diana Morris

Cleaning standards are still being monitored weekly.

Mobile phones can now be used at the trust as they don't interfere with equipment.

The League of Friends may help financially with the purchase of new wheelchairs

(7.4) Report back on the last trust board meeting – David Boyland

The members were asked to note the following from the meeting:

The 18 week Referral to Treatment Project and copying of letter to patients. The 'copying of letters' – where the trust is in the bottom 20% nationally. Ros reported that the actual cost to the trust is £200,000.

The next Board meeting is Wednesday 25th July 2007

(7.5) Information on PALS and Complaints – David Boyland/Glyn Meredith

David and Glyn will summarise the latest PALS and Complaints data for the September meeting.

(7.6) There was no correspondence.

8. **WORK PLAN**

Eric has expressed an interest in working on Infection Control and Audiology Services.

Annie to arrange a meeting with members from Somerset PCT PPI Forum on the county wide Audiology project.

9 **UPDATE FROM HAP**

No matters that haven't already been covered.

10 **MEMBERS CONCERNS**

Diana asked about the amount of money and lack of coordination in patient transport. Ros Wyke: the trust has a hospital transport policy and a hospital transport manager.

Annie/Rosemary to speak to the other Forums with a view to arranging a Somerset meeting to discuss LINKs.

11. **DATE OF NEXT MEETING**

Thursday 6th September 2006

10.00am -12.30pm

United Reformed Church, Paul Street, Taunton

12. **AGENDA ITEMS FOR NEXT MEETING**

Sandy Killick, Complaints and PALS Manager will attend to talk about the service

David Allwright will give the Forum an update on the Capital Programme and the work of the PEAG (Patient Environment Action Group).

