

MINUTES OF THE TAUNTON & SOMERSET PPI MEETING IN PUBLIC
Held at the Compass Disability Services Offices, Belvedere Trading Estate, Taunton

1. Welcome and Introductions, declarations of interests, acceptance of apologies for absence and Public Forum.

PRESENT

Barbara Weston, Chair

Diana Morris, David Rees, David Boyland, Glyn Meredith, Eric Coates

APOLOGIES

David Homer, Di Tilley

Dr Peter Cavanagh, Taunton and Somerset NHS Trust

MEMBERS OF THE PUBLIC

There were no members of the public present.

TAUNTON AND SOMERSET NHS TRUST

Martine Price, Director of Nursing

Mark Wall, Associate Director, Associate Director Communications and Marketing.

HAP

Annie Barnard, Rosemary Hasler

Barbara welcomed all present and asked everyone to introduce themselves. Annie reported that David Homer is in hospital undergoing surgery. Members wished him a speedy recovery.

DECLARATIONS OF INTERESTS

David Rees' wife is Assistant Director of Patient Safety at the SHA

Papers circulated

Draft 'In Good Hands' leaflet

Audiology Visit report

PUBLIC FORUM

There were no members of the public present.

2. **MINUTES OF THE LAST MEETING – 6th September 2007**

AGREED subject to the following corrections

P4: (4.2) should read: South Western Ambulance PPI Forum. David reported that the Trust was third from the bottom of the list in 'turnaround time'.

MATTERS ARISING

Draft of 'In Good Hands leaflet' – Eric to update members under Taunton and Somerset NHS Trust.

3. **Taunton and Somerset NHS Trust Update**

(3.1) Unannounced Visits to Mendip, Ward 2 and Dunkery Ward.

Martine Price said she was impressed by the progress made since the Forum conducted its last unannounced visits. The positive comments

DRAFT MINUTES

highlighted by the reports have been fed back to the staff. The Trust always has more work to do in relation to HAIs. The Trust is focusing on the following:

- Improving the length of stay
- Reducing bed occupancy
- Improving staff morale

Questions and Comments:

DR: If a patient asks for information they should get it. It also depends who you ask.

MP: the Trust runs customer care training.

GM: Information is handled much better in Outpatients. If the consultant is running late they post it on the board.

RH: Given that some of the issues highlighted in the visits report are 'communications', do you feed back to the universities?

MP: That's a good idea. There is lots of work being done by the Nursing and Midwifery Council setting out the core skills and communication is part of this.

DR: Do healthcare assistants work under direct supervision of nurses?

MP: Yes the HCA works with a specific nurse. The ward sister is ultimately responsible for the team.

DB: The Healthcare Commission carried out unannounced visits in August – what departments were visited?

MP: They visited clinical areas and the Trust was compliant. The recommendations they made the Trust were already carrying out.

ACTION: Circulate HCC report to members

DM: What about the ration of nurses to HCA's? Patients often see more of the HCA than the nurse.

MP: Quite a lot of the direct care is carried out by the HCA.

The Trust will respond formally to the Forum on the recommendations in the visit report.

The Chair thanked Martine.

(3.2) In Good Hands Working Group

Eric gave the members an update on the progress of the In Good Hands leaflet. Proofs of the agreed draft will now be produced and the leaflet will be trialed with patients and staff. Eric and David R will be involved in trialing the new leaflet. It is hoped the leaflet will be ready for distribution in the new year.

Mark welcomed any comments on the draft and asked members to submit them to him or via Annie by Friday 16th November.

(3.3) Progress of Foundation Status

Mark reported the Trust had a Board to Board meeting with Monitor (regulator) last week. Monitor are due back in the Trust next week. The Trust should know if it has been successful by November 29th. If successful it will go live on the 1st December. Mark invited any of the members present who aren't Foundation members to join. Annie offered to take membership forms to the Somerset LINKs Conference on the 9th

November.

The Chair thanked Mark for the update.

4. **Information and Reports**

(4.1) PEAG (Patient Environment Action Group) Meeting – Diana

Diana reported that more wheelchairs have been ordered by the Trust.

The Trust has decided not to purchase 'coin operated' chairs.

Parking charges have been noted in the PALS report. Does the 20 minutes free parking still stand? Attendees at the meeting weren't able to answer this question.

Catering: The problem of getting ice cream to patients on the wards before it melts!

Protected meal times: the Trust hope to implement this throughout the hospital within the next 18 months – 2years.

Members asked whether the Trust would be opening a reception desk at the back of the Duchess Building?

ACTION: Members agreed to write to the Trust on the following:

1. clarification on the parking charges
2. the likelihood of a reception desk by the Cardiac Centre in the Duchess Building.
3. The role of the volunteers within the Trust.

(4.2) Trust AGM – 28th September 2007

Diana attended the AGM the key issues raised were:

The continuation in the reduction of mortality rate

The Trust has broken even financially,

It has saved a further £6.5m during the year.

The new Cardiac Centre

It has reduced healthcare acquired infections significantly and has been awarded the Trust of the Year accolade by independent health analyst Dr Foster.

ACTION: Circulate Trust Annual Report

(4.3) Trust Board Meeting

Issues raised at the last Board Meeting:

Lord Darzi's Report – making GPs more accessible i.e. longer opening hours. There has been an increase in A & E numbers.

MRSA screening – all patients to be screened for MRSA. The timescale for this hasn't been decided yet.

HAI Statistics: MRSA and C.difficile have more than halved in the last 12 months. Between April and October 2007 there were 11 MRSA blood stream infections at Musgrove. In the same period last year there were 25.

Between April and October 2007 there were 66 C. Difficile isolates at Musgrove Park. This compares to 179 in the same period in 2006

(4.4) Audiology Visit

Barbara and Mary Clarke (YDH Forum) carried out the visit. The report has gone to the Trust to check for accuracy. Rosemary reported that the

Yeovil Hospital Forum have also carried out their visit.
The members agreed to adopt the report.

(4.5) Somerset PPI Meeting

Rosemary reported that the Forum has written in support of Age Concern's national Footcare Campaign. The next meeting is Thursday 15th November at North Petherton Community Centre, North Petherton.

(4.6) Correspondence

There was no correspondence.

(4.7) Making Experiences Count Consultation

David B and Glyn responded to the DH consultation on complaints on behalf of the Forum. The Forum agrees that the complaints procedure should be made easier but disagree that there should be no independent organization between 'local resolution' and the Ombudsman. David said that 5% of cases go to independent review. The Chair thanked David and Glyn for their work on the Forum's response.

5. Update from HAP

Annie asked the members if they would agree to hold their last meeting with the other Somerset Forums. The Forums could sign off their Annual Reports and HCC comments and celebrate the achievements of the Forums.

AGREED unanimously.

The Healthcare Commission to hold a meeting on the Annual healthcheck on Tuesday 4th December at CSCI offices, Taunton. Members agreed to hold a closed project meeting at the Compass offices on January 10th to write their comment for the HCC and complete their Annual Report.

The Annual Report and Comment for the HCC will be signed off at the Forum's last meeting in public on Thursday 6th March.

Annie reported that BBC Somerset Sound have approached the Forums to take part in a magazine programme on health. The programme will be broadcast from the carpark of East Quay Medical Centre, Bridgwater. Date of broadcasting likely to be the second week of December.

6. Work Plan

Members agreed they have completed their work plan items bar the Annual Report and the Annual Healthcheck.

7. Members Concerns

David R raised the matter of the SHA having some of the worse performing trusts in the country. Members agreed to write to Sir Ian Carruthers.

8. To agree the date of the next meeting

Thursday 6th March

Venue: tbc

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