

Patient Forum Meeting Minutes

10th March 2015

Attendees; Sister Carol Foster, Michael Horton, Dennis Cox, Sarah Wallace, Mark Davis, Steve & Sylvia Roberts, Chris & Steve Smart, Carla Elkins (CCG), Dr Dan Ford, Sister Fatuma Rajab, Dr Simon Fletcher, Nilesh Jogia

Apologies; Stuart McIntosh, Sister Lesley Jones, Sister Linda Barnacle, Sister Razia Bibi, Matron Kay Wilkinson, Gerald & Sue Wheeler,

Carla Elkins.

Carla introduced herself as Patient Experience/ Public Involvement Manager for Coventry & Rugby CCG. Her role involves discussing patient experience re quality & services.

North Warks CCG & South Warks CCG do not have a person in such a role but a PPI lay member can address any issues and contact details can be found on relevant CCG websites.

Coventry & Rugby CCG control a budget of £553 million of which 50% is spent on services @UHCW & St Cross.

CS asked about renal patient involvement in transport contract negotiations. **CE** replied that all parties were involved during contract negotiations,

Patients can also be involved with CCG by becoming a health champion. (4 renal patients recently involved in transport eligibility meeting) .

Transport

CS & **NJ** asked for new transport contract KPIs to be forwarded to them from **CE**.

Questions were asked re how the new contract will be work in practise. It was agreed that performance would be reviewed at next meeting, and there may be initial teething problems.

DC said that both transport & car parking were running well at Stratford.

CF said there were issues with transport at night times with some pts waiting 3 hours. Also **CS** said that there were issues with trying to contact the call centre.

Action point; all unit leads to collate data of late transport issues and feed back to

Carla.Elkins@coventryrugbyccg.nhs.uk

Clinical Directors Report

SF said that money has been cleared for 2016 in respect of the Coventry City Centre satellite unit. Business plans are being drawn up for March 2015.

UHCW will be 1st site globally to have funding approved for an International Fellow in transplantation, Dr Krishnan's application for International Fellow is the only one so far approved. Numbers of tx are increasing as the process of transplantation improve. This approval recognises UHCW as a centre of excellence in transplantation.

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Care & Quality Commission are currently reviewing UHCW. The report will be out Summer 2015.

Modern Matrons Report (SF)

1 new case of MRSA and c diff. Route cause analysis is being done .

New staff are being recruited. Training will take time before they filter through. Levels should improve.

Surgical day case unit has reopened after winter pressures.

World Kidney Day on 12/3/2015 and Renal Unit has held an open day for Nurses and support staff to aid recruitment.

CS asked about potential capacity of city centre unit- SF answered 12 stations

CS asked if outliers will be bought back to local unit- SF answered potentially depending on capacity.

Self Care

DF- Sister Lesley Jones in place now and introducing new initiatives. Open evening to promote home HD planned for 19/3/2015.

NJ conveyed patient's positive response to the water tank system

Renal IT (DF)

Replacement to Proton being developed. A system which should integrate records between primary and secondary care and the patient.

CAPD

No issues

Dr Hamer presenting benefits of PD to Birmingham Heartlands Hospital, where PD uptake is low.

UHCW

No other issues

Staffing still low.

George Eliott

No Issues,

No representation

St Cross (CF)

Exercise research trial going well.

2 band 5 nurses appointed

New ward clerk Lisa appointed to replace Becky who has moved on.
Home HD open evening 19/3/2015.
New windows and removal of old isolation bays planned for April.
CS asked if waiting room seats will be updated. CF will review.

Stratford

DC said that parking and transport had improved.
Exercise research program in place .

Whitnash

No Issues

Ward 50

No issues

Dietician Report

SW said the Vitamin D study is underway.
Renal Cookbook – SF to contact the Chef.

A.O.B

SF reported that results from Clinical services questionnaires showed that most people thought the health service offered is good.

85% approval rating on Food offered

50 % approval rating on car parking.

Date of Next Meeting- 16th June 2015.

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