

Patient Forum Meeting Minutes

8/9/2015

Attendees; Lesley Jones, Kay Wilkinson, Sue & Gerald Wheeler, Hazel Jones, Cath Jones, Chris & Steph Smart, Barry Hayward, Stuart & Jackie McIntosh, Dr Simon Fletcher, Dr Hemali Kanji, Natalie Millidge, Sarah Mastin, John Graham, Katherine Freeman, Dan Ford, Nilesh Jogia.

Apologies; Dennis Cox, Michael Horton, Mark Davis, Razia Bibi, Fatuma Rajab, Carol Foster. Steve & Sylvia Roberts, Lizzy Jose.

Transport.

The group generally felt there were ongoing improvements with transport.

BH advised that Transport Control still awaiting location change and that should be in place by year end once new premises were found.

LJ said issue with Arriva transport @ st Cross with 1 pt. **LJ/KW to escalate.**

KW said afternoon pts at Whitnash were being bought in too early. **BH to review.**

Letters being sent out to patients re CCG requirements for pts to ring and review transport booking every 3 months. **KW to see all clinical leads pass on letters.**

CS and SMC asked about same day call/ pick-ups. Bh advised that there could be a 4 hour wait in these circumstances. **KW to discuss at CCG meeting.**

Clinical Director's Report

City Centre satellite unit proceeding well. Meeting with developers ongoing. Finalised plans to be ready for October trust board meeting. Discussion on drop off zone agreement.

Entertainment system review, the group agreed that a **good** wifi system would be better and easier to manage than fixed TVs (for which there is no funding) and would be much more cost effective. SW commented that managing the Stratford TV system was a nightmare.

CS asked about lifts in the new building- SF advised that there would be 1 PT lift and 1 service lift. Plus a service contract for 24 hr maintenance.

SF also advised that there may be a tv in reception

SF said UHCW was targeting to hit 100 tx pa. Currently we are at 60 pa. 15 years ago it was 30 pa. Trust is investing in tx. Results at UHCW are very good and we are getting referrals from other units. Increase is mainly due to increase in live donors.

JG asked if UHCW was going to review transplant weight limit. Currently Hammersmith Hospital tx obese pts.

SF said this was up to Tx surgeons. Evidence showed surgical / wound complications in overweight pts, and individual risk assessments would be made at clinics.

Matron's Report.

KW advised that currently there are some issues with lines, with some clamps getting broken. Policy will be if a line is older than 12 months it will be reviewed.

Recruitment is ongoing and vacancies are down to single figures. New staff need to be trained- ongoing.

There is a national staffing shortage in all departments.

A letter from all pts at Whitnash was delivered with concerns over safety. KW has been to talk to pts and discuss staffing. Whitnash is a small unit and is staffed per guidelines. Overall review showed incidence risk was low but there is no medical cover.

Outcome – additional HCA to join Whitnash.

Home Care

17 home care pts (4 nocturnal) 5 currently in training (3 Braun , 2 Nx)

CS said he was now doing nocturnal dialysis and after a learning curve is feeling better and mentioned increased life expectancy rates.

JG mentioned pts biggest fear is self needling and once this hurdle is crossed outcomes are better. LJ advised they will be holding more educational evenings for pts on home dialysis.

CAPD

Stable at 100 pts.

Assisted ADP 10 pts.

Day Unit – reasonably quiet at the moment.

Renal Nurse Specialist

Numbers are increasing

Pt Information Day planned.

I.T

DF advised that the nexadia software proposals will go forward soon . Brauns own software which will link in with Proton. Pts will get cards that record weight and assist in auto programming and data recording (similar to stratford) . possibly go live in January .

Dieticians Report

New dietician starting soon.

Andrew Morris- doing Diet support. Posters on display.

Cookbook- recipes in development.

UHCW

No representative present.

KW- recruitment ongoing. Dilute skills mix. Autumn/ Wwinter – senior nurse will be in place 3 days a week to support and train new nurses.

Capacity- limping along. Twilight at St Cross to resume for T/T/S to assist.

George Eliot

No Issues. No representation.

St Cross

Recent plant / water issues resolved.

Stratford

No issues.

Surrounding building work causing a little inconvenience.

Whitnash

HJ thanked KW for review on patient safety and patients felt that their concerns were listened to.

Ward 50

Quieted down, Staff recruited and supplemented with regular agency staff.

Feedback from Friends and Family Questionnaires showed 89.9% recommendation for ward 50.

Visiting times now 18.30-20.00 all days and 14.00- 16.00 fri/sat/sun

A.O.B

JG identified best practise not observed in ITU , single nurse doing lines. **KW to follow up.**

CS said exercise research program was well received .

NJ said pts had observed other pts watching laptops/ tablets etc without headphones and loud volumes, - **KW to notify all leads to tell pts headphones must be used or subtitles.**

HK- SONG study computer research dialysis requiring 60 pts globally. Details to be passed on

Date of Next Meeting

8th December 2015. 5th floor seminar room

UHCW.