

# **Patient Forum Meeting**

## **9th January 2018**

**Attendees;** Katie Williams, Gerald & Sue Wheeler, John Graham, Steve Roberts, Kelly Harris, Sarah Mastin, Cristina Bajan

**Apologies;** Simon Fletcher, Kay Wilkinson, Dan Ford, Sylvia Roberts, Stuart McIntosh, Natalie Millidge. Stuart McIntosh , Chris Smart. Linda Barnacle

**Approval of Minutes;** the minutes of September meeting were approved and deemed to be correct.

**Discussion;** the group discussed ways to improve attendance for the meetings, both from patients and staff. Ideas included ,

- change in venue/ time
- Connection via social media
- Newsletters highlighting work of the forum
- Individual pt letters highlighting work of Forum and request for support.

### **Transport**

Barry Hayward is stepping down from the Forum as he prepares to 'wind' down towards retirement. We thank Barry for all his hard work and contributions leading to an improvement of the transport service, and wish him well for the future.

Michelle Anderson has returned @ UHCW and there have been no recent issues.

CB said there have been delays in pt pick ups from Rugby, with some wait times exceeding 2 hours. WMAS have been notified and CB will monitor. CB

KH and NJ bought up issues of pts forgetting to rebook transport. JG asked if text reminders similar to appointments reminders could be implemented SF/KW ?

NJ asked if a pt transport spreadsheet could be used to relay changes in transport needs for better communication with WMAS Nurse leads

### **Clinical Director's Report**

Clay Lane Up and running .

2 new sites are being considered for new Satellite units, in north Warks and south Warks .

Whitnash site also identified

65 transplants completed in the trust last year- a record year.

### **Renal Nurse Specialist (SM)**

Additional new staff member allocated. , and will focus on Acute pts.

SM thanked all renal peer supporters for all their hard work and time over the past year , doing 1:1 talks and pt information days, and a special mention to Dennis and Diane Cox who have attended every meeting.

### **UHCW (KH)**

Capacity is still growing.

Staffing - 3 nurses on maternity leave with 6 more due to go off. 4 new starters starting soon.

### **St Cross ( CB)**

Plans to replace the plant unit are in place , pts may have to dialyse on Sundays at UHCW.

JG mentioned the cold coming from the windows, this issue had been identified before, and had been noted as needing changing. SF/ KW

The temperature , particularly area 2 , has also said to be too cold. CB said thermostat has been set higher in area 1 with staff instructed not to turn it down. NJ asked if heaters could be put into area2 . CB to ask friends of rugby hospital for donations of heaters.  
As of 8th January 2018 2 new lights have been installed in Ravensbrook Way.  
Patients are being put on as per allocation wherever possible.

### **Stratford** (SW)

Dennis Cox has stepped down from Stratford Renal Unit Trust and the Forum due to lack of support from pts. The group thanked him for his past support.  
Issue with TV Ariel still not resolved due to not receiving permission to enter site from landlord . UHCW estates still trying to gain contact. NJ suggested if no joy then SW should contact local papers and / or local councillors.

### **Whitnash** (JG)

No real issues

2nurses on in morning, what would happen if 1 was late? KH advised that in those circumstances pts would be put on late . But staffing meets guideline levels.

### **Clay Lane** (NJ)

Rear access gate not working meaning staff have to come and drive car up to car park gate to let pts out .  
KH asked if blood transfusions could be done at Clay Lane. They are being done at all other satellite units. NJ to mention to Aimee Brough.

### **George Elliott**

No representation.

### **Dietician Report** ( KW)

Dietician's Sylvia and Andrew has extensions to their respective secondments. Team will be down 1 dietician but there will be bleep cover and recruitment of 0.5 dietician.  
Feedback on the Christmas display would be appreciated. The results of the winner of the Christmas hamper will be published soon .  
Stacy has just returned from voluntary work in Gambia at a renal facility, and is happy to present on her experiences.

### **A.O.B**

JG asked about relevant contacts to book holidays , group advised to contact Suky and look up on global dialysis site. SR also to pass on further information.

## **Date of Next Meeting**

**13th March 2018**