

## **Renal Patient Forum Meeting**

**12/9/2017**

**Attendees;** Laura Helm, Jackie & Stuart McIntosh, Teresa White, Chris & Steve Smart, Barry Hayward, Nilesh Jogia.

**Apologies;** Dr Simon Fletcher, Matron Kay Wilkinson, Sns: Kelly Harrison, Raz Bibi, Linda Barnacle, Christina Bajaj , Steve & Sylvia Roberts.

**Approval of previous minutes;** June minutes were approved and will be forwarded to CKPA for publication

The group discussed whether the forum should continue with dwindling attendance and with only dietician representing renal trust.

It was decided to continue and hopefully full representation will be forthcoming.

**To be reviewed in future meeting.**

### **Transport – BH**

Questionnaires (as per June meeting) have been handed out and left for a few weeks for pts to assess transport. Completed forms have been collected and passed onto PALS.

PALS should take results and issues and discuss at CCG meetings.

BH said he would look into getting the mythical KPI Vs Targets data.

CS asked about CCG meeting representation. BH said Renal representative from Trust had not attended meetings and CCG assumed this was due to their being no issues !!!

Regarding outlying pts it was suggested that where possible they should be referred back to their local units.

BH highlighted that pts are not always rebooking or cancelling transport which results in a cost to the trust. On further discussion it was identified that it was always the same handful of patients not complying. A system needs to be implemented where persistent offenders are taken off the system.

BH also said when pts are inpatients transport is not always informed, resulting in abortive pickups. Better communication between all parties needed.

CS asked if those receiving motability vehicles were taken off system. BH said that the booking questions should filter these but not always.

Overall, the Consensus was that Transport as a service has improved over the last 12 months.

### **Clinical Director Report – No representation**

**Home Care Report** - ditto

**Modern Matron Report** - ditto

**UHCW** ditto

**George Elliott** ditto ( no issues via email LB)

**Whitnash**  
**Stratford**

ditto ( no issues via email RB)  
ditto

### **St Cross**

CS asked when Fistula access was going to be sorted as we have lost Mr Yates (vascular surgeon) . The group agreed that Access should be a priority and Trust needs a full time Renal vascular surgeon. SMC added that he has been using his line for over 12 months and was still awaiting new fistula.

TW said continuity of care has gone, and named nurse system becoming meaningless as staff shortages mean staff do not have time to discuss issues ( eg blood results etc) with pts. She added pts are “going downhill due to lack of care” caused by staff shortages.

Also, that at time staffing is below NICE recommendations, or when at recommended levels there is poor skills mix. situation becoming dangerous.

Lighting Issue at Rainesbrook Way highlighted last year still not resolved. Estates are aware of it but have remarked that there is no funding for this. CS asked if it will take for a patient to fall or have an accident before they resolve it ??

TW said temperature at ST Cross was too low. Staff feeling hot were reducing thermostat to 16 degrees and pts were freezing. ( UK GOV recommendations suggest working temps should be 22 Degrees) ( also a similar problem at Clay Lane)

TW said time slots were not being adhered to, resulting in pts who bring themselves in getting on late. As there is a board with allocated time slots at ST Cross they should be adhered to.

Carline Bird (dietician) doing a great job

### **Clay Lane**

Unit now open, and running. Initial teething problems with stock levels, ( stock ordered and forwarded but not signed off due to sickness) CS asked why we don't have a back up signee.

CS asked if transport requirements are less at CL . BH replied more pts are bringing themselves in.

Temperture is, like at St Cross, an issue. However, staff do raise temperature when asked.

Stock is still an issue.

### **Dietician LH**

Currently 1.5 dieticians down with slightly reduced service. 2 new members starting soon. Service should be back to normal by January.

Diet sheets should be ready for Xmas. SMC asked if they could be put on patientview or CKPA.

**Date of next meeting**

**12<sup>th</sup> December 2017**

**18.30 @ UHCW 5<sup>th</sup> floor seminar room**

**nj**