

**Birmingham LINK – UHB Working Group Meeting**  
**Minutes of meeting held Tuesday 27<sup>th</sup> July 2010 (6:30-8.30pm)**  
**At Queen Elizabeth Hospital**

**Present:**

- Rita Bayley
- Hazel Cole
- Peter Colledge
- Nick Flint (Chair),
- David Henson,
- Ruth Hunt
- Carol Rawlings

**Host Facilitators present:**

Apologies - no representatives were available

**1. Apologies:**

- Rob Rjickborst
- Shazad Zaman

The group noted Rob Rjickborst's current illness and wished him well.

The meeting had been preceded by Carol Rawlings giving the Group a tour of the New Queen Elizabeth Hospital. The Chair proposed a vote of thanks to Carol for what had been an interesting and informative visit. All agreed that it is an impressive hospital and the Trust was commended for its public and patient involvement in the planning of the Hospital.

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**2. Minutes from previous meeting.**

**Accuracy:** accepted subject to correction of spelling errors in the draft. A request was made that draft minutes be sent in "Word" format.

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**3. Matters & Actions arising**

The Group queried the reference to attendance at the Liver Transplant Group Meeting. Rita explained that it had been agreed as part of UHB Action Group's engagement strategy that other patient/user/carer groups would be contacted in order to let them know about LINK and to find out their interests/concerns. There is scope for future collaborative working with other groups. Item 2c in the draft minutes still needed to be action by the Host. LINK was taking action on the LINK priority to enter into meaningful discussion/relationships with PCTs.

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#### 4. Progress with work plan and LINK priorities

- Nick reported on having attended the Patient Experience Group at the Trust. Much importance was given to patients' views and experiences. Regular meetings occur in the Trust to deal with issues identified by patients. The Trust reviews standards and patients' views of the service. An example of this was action taken to enable patients to choose portion sizes at mealtimes. This was based on a patient survey and from feedback from comment sheets in clinical areas as well as verbal feedback from patients. Noise at night was an issue consistently identified as problematic by patients surveyed. The Trust has initiated action plans to deal with these issues. In the survey patients were asked "did the Staff do all they could to help you sleep"? Carol Rawlings reported: In the new Hospital staffing levels have improved (prior to the move to the new Hospital, staffing had sometimes been uneven). It is important that patients are informed of staffing ratios. Ambulance services- Nick Flint had attended a meeting looking at "the blue light service" and preparedness for major incidents. Deployment of air ambulances had been outlined and liaison with other services identified e.g. social services, mental health and the work of the hazard response team. In "question time" at the meeting reported on, Nick had brought up issues related to the ordinary ambulance service. A subsequent meeting between Nick Flint and senior ambulance personnel had taken place and action plans to address deficits were being put into place. Issues around deficits in the ambulance service for patients attending clinics at the trust was then discussed by UHB Action Group members. Ruth Hunt identified that there are sometimes long waiting times for Oncology appointments. Carol Rawlings will follow this up. There will be liaison between the ambulance service and clinical staff to try to minimize problems for patients. It was suggested that ambulance issues are an ongoing issue which should remain on UHB Action Group's work plan.
- Update on LINK issues- Rajinder Rattu has been elected as the new Chair of Birmingham LINK. Enter and View- training has been undertaken by some LINK members today including three UHB Action Group members.

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#### 5. Feedback from Host

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**6. Implications of White Paper "Equity and Excellence: Liberating the NHS"** White Paper- there is a live consultation by the Department of Health from 22<sup>nd</sup> July-11<sup>th</sup> October and members' attention was drawn to this. This relates to the views of the public on the operationalization of the White Paper. The Trust is looking to set up a consultation, Carol Rawlings informed the meeting, to look at "patient outcomes" to which LINK and the public and patients are invited. This is to take place on 8<sup>th</sup> September, details to follow.

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## **7. Any other Business**

Any Other Business- Carol Rawlings reported that the Trust has provided statistics on attendance by Trust staff on Mandatory training as requested by LINK. This stands at 84%.

Rita Bayley reported that she and Raj Rattu are to attend a West Midlands LINK meeting on 29<sup>th</sup> July during which the implications of the new White Paper are to be discussed.

This will then be fed back to Birmingham LINK members.

UHB Action Group asked Carol Rawlings about reported complaints/issues in the local press. Carol said that the Trust was addressing issues appropriately. Serious incidents are investigated according to a robust protocol.

Carol then gave some feedback on the move to the new hospital. The next phase of movement of patients into the Hospital will take place on 17<sup>th</sup> November.

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## **8. Date of Next Meeting**

**Tuesday 21st September, 2010**

**Tuesday 19<sup>th</sup> October, 2010**

**Tuesday 23<sup>rd</sup> November 2010** (note change from 17<sup>th</sup> November- due to the new Hospital move),

**Tuesday 21<sup>st</sup> December. 2010**