

Birmingham LINK – UHB Action Group Meeting
Minutes of meeting held Tuesday 18th January 2011
Admin Seminar Room, Queen Elizabeth Hospital

Present:

- Nick Flint(NF) Chair
- Hazel Cole (HC)
- Rwith Hunt (RH)
- Jason Smith (JS)
- Peter Colledge (PC)
- Rita Bayley (RB)
- Carol Rawlings (CR)
- Rob Rijckborst (RR)

Host Facilitators present

- Nahida Kausar (NK) Facilitator - Gateway Family Services
- George Kingsley (GK) – Gateway Family Services (Minute Taker)

Apologies received:

Sangita Alharya

1. Election of Chair for the Meeting

RB asked NF if he could chair the meeting. He agreed and so did the group.

2. Minutes from the Previous Meeting

The minutes were agreed as a true and accurate record.

3. Matter and Actions Arising

End of Life Pathway

RR explained that Midazolam is being used to treat patients and said that there was a problem with 'informed consent', as many people did not understand what the drug is being administered for. Many patients were not being given enough information. RB asked if this affected UHB patients. RR said that they would be as it was being administered in hospitals across the country. NF asked if RR could arrange an appointment with Jonathan Speedman.

Action:

- **RR to arrange meeting with Jonathan Speedman**

Drugs on Discharge

A complaint has been raised relating a specific case of drugs given on discharge. RB asked CR to clarify the issues surrounding the discharge procedure. CR explained that a Discharge Group had now been set up within UHB, which will act as a link between the public and the hospital. CR cannot comment on specific case, but

assured the group that the Discharge Group was looking at drugs and medication specifically, and pharmacy turnaround times to improve the procedure. There are some costing implications when dispensing medication as some PCT's only allow for a certain supply of drugs to be given to patients on discharge. RH suggested that there may be an issue with asking patients what medication they already have at home, and NF agreed that patients could get confused about what medication they actually have. CR suggested that the group invite Donna Cooper to give an update of the Discharge Group's activities. CR to also keep group updated around any changes in the discharge procedure. She explained that bed pressures have a bearing on the discharge process, but this isn't the case all of the time. RB enquired about the Telephone Discharge Survey. CR said this had begun and the trust was keen to know about both positive and negative experiences. It will be a continuous survey and the first results will be available at the end of February.

Action:

- **Host to invite Donna Cooper to provide an update on the Discharge Group's activities to the group**

Diabetes and Animal Insulin

RH has written a draft article which she circulated to the rest of the group. She wanted the group to approve it before it was sent out. The group was happy with the article and said it was clear and easy to understand, and makes patients aware of what treatments and options available to them. NF suggested that it be sent to diabetes organisations (such as the Diabetes Association) so they can pass it onto their service users and place it in their newsletters. It should also go on the LINK website.

Actions:

- **Host to pass article onto diabetes organisations**
- **RB to move article up for approval from the Core Group**

4. Workplan Update

Patient Support Group Day – “Working Together”

The Atrium has been approved as a venue. RB suggested that Governors, Volunteers and Support Groups receive an invite, as well as the PALS service. RB explained that it's about people and groups working in liaison, rather than in isolation. CR said it was important that the group establish an aim for the event. The promotional materials brought to the Atrium must be of a professional standard. Some support groups organisations may need support in creating additional materials. This can be made clear in the invite letter which would be a jointly composed by UHB Trust and LINK. RB asked if we wanted to invite a celebrity to attend the day, perhaps Nick Owen who is a patron for volunteers.

NK asked if the group wanted to design their own leaflet to promote their activities. This was something that the Older Persons Action Group did for their event. The group discussed the best way of recording attendance on the day. GK explained that

it can be difficult to get people to sign in at the LINK stand as you are also giving them lots of information. CR suggested giving people a sticker so we know how many people have attended, and also said we could ask people to complete a small questionnaire where the answers are situated on different stall holders stands. This would encourage people to visit all the stalls and they could go into a raffle when they are complete. NF asked if we can place a press release in the local newspaper and speak to Ed Doolan about broadcasting event. CR said she can advertise event within the hospital to Patient Carer's Councils and Governors. RB asked CR if she could announce the event to the Members Seminar on the 9th February. CR said that she will place an advert in the 'In the Loop' UHB newsletter. RB asked if we could get anyone to speak about Dignity in Care, and perhaps invite Margaret Harries.

Actions:

- **GK to call Patients Support Groups and other organisations, place an advert in the local paper.**
 - **GK to liaise with CR regarding marketing and invite letter**
 - **CR to place advert in UHB newsletter, advertise to service user groups within hospital**
 - **GK to invite Nick Owen and Margaret Harries to speak on the day?**
 - **GK to assist Support Groups to ensure their marketing materials are of a professional standard**
 - **The Group to design their own UHB leaflet for distribution on the day**
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5. Feedback from UHB Foundation Trust

Health Talks to Foundation Trust

CR reminded group about the Health Talks to Foundation Trust Members on the 9th of February. Somebody from South Birmingham PCT will be speaking about 'Choosing Well', publicising the correct use of A+E. NF said that Derek Laird – Director of Patient Transport would be the best person to invite from the Ambulance Service.

Move into new QEHB

CR explained that Move Three into the hospital is now complete. Most of this was office related. Move Four will begin in April that will include Oncology, and Outpatients will be moved in July.

Media Publicity

RB asked CR how the Trust is responding to the negative stories in the media. CR referred to one case that was referred to the HAOSC, which ultimately the Trust had no case to answer as the situation was taken out of context. Kay Fawcett will attend the next HOASC meeting to confirm the situation. RB commended the Trust on publishing accurate and reliable information into the public domain.

6. Any Other Business

NK reminded the group that a HealthWatch day/workshop had been agreed at the last CLOG meeting. It will take place on the 5th of February from 10-3. RB explained that LINK Members wanted to move forward and bring all their views together. RR asked GK what Social Media Surgeries were, and queried the name 'surgery' as suitable for its purpose. GK explained that it was a name that Podnosh used to brand their product but will enquire about possible changes.

7. Date and Time of Next Meeting

Next meeting will take place on the 15th February 6.30-8.30 in the Admin Seminar Room.
