

**Birmingham LINK – UHB Action Group Meeting  
Minutes of meeting held Tuesday 23<sup>rd</sup> November 2010  
Admin Seminar Room, Queen Elizabeth Hospital**

**Present:**

- Nick Flint(NF) Chair
- Hazel Cole (HC)
- Rwth Hunt (RH)
- Sangita Acharya (SA)
- Peter Colledge (PC)
- Rita Bayley (RB)
- Carol Rawlings (CR)

**Host Facilitators present**

- Nahida Kausar (NK) Facilitator - Gateway Family Services
- Siobhan Garrattley (SG) – Gateway Family Services (Minute Taker)

**Apologies received:**

- Rob Rijckborst (RB)
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**1. Apologies**

NF informed group that Rob Rijckborst had given his apologies for the meeting.

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**2. Election of Chair for the Meeting**

NF suggested he chaired the meeting and group were in agreement.

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**3. Minutes from the Previous Meeting – 19<sup>th</sup> October 2010**

**a) Accuracy**

Page 2– Item 5 – should read ‘End of Life Care’ not End of Care  
Page 2 – Item 6 – Disabled Parking, RR confirmed to CR that Disabled Parking was not an issue as first mentioned as there are in fact plenty of spaces in the new hospital, he was referring to the Disabled parking at Selly Oak

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**4. Matters and Actions Arising**

Rwth Hunt thanked the group for the flowers and card sent to her.

Insulin Alternatives

NK informed the group that the letter drafted by Rob Rijckborst to Ms Moira Dumma had been sent to her

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**5. Discharge Policy ‘End of Life Care’ Pathway**

RB explained to the group about a complaint that had been received from a patient’s

family, due to the patient being discharged without the proper medication. The person who raised the concern felt the family were too vulnerable at the time to raise the complaint themselves. CR suggested to the group that perhaps someone should be invited to come and speak at a future meeting on this topic, which the group all felt would be beneficial. CR will organise for a future meeting once dates have been agreed.

CR explained that a Discharge Policy Group had been convened. The initial work included asking the patients about their experiences of discharge. She explained that she is involved in developing a questionnaire to be completed within 2 weeks of patient discharge. CR explained that the DH publication 'Ready to go' recommended that patients be asked about arrangements for discharge during pre-assessment clinic, if the admission is planned or if an emergency admission, the day of admission.

NF questioned whether discharge medication should be put together the day before the patient is due to be discharged. CR explained that they are currently trialling own patients medication. If a patient has any new medication, they will be given 28 days supply. A business plan was put forward to PCT to fund the 28 days supply of new medication, but they were reluctant with this arrangement, due to the additional cost, hence the reason for the current trial.

CR also mentioned that pre-packs of the more common drugs were being used in the Clinical Decision Unit to expedite discharge. It was found that patients had been given prescriptions for drugs they may already have at home ie Ibuprofen or paracetamol. NF asked if patients could collect their prescriptions rather than having to wait for them to be delivered. CF confirmed that they could, but if the patient was prescribed new drugs and how to take them before they could go home.

CR commented that some people are not appropriately using the emergency department and that some work was ongoing to try to inform and educate the public about which services they should use eg their GP, Pharmacy or Walk In Centre. Discussion followed around this. RH mentioned about the shuttle bus from the QE to Selly Oak and that the Walk In Centre is on route.

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## **6. Patient Experience Report**

A copy of the Patient Experience Report was circulated with the papers to the group. CR briefly explained to the group the purpose of the report and that is sent to the Care Quality group each quarter. CR explained the findings in each section of the report and mentioned that UHB are making a concerted effort to get feedback from patients to inform improvement in services. She mentioned that compliments are now also included.

CR mentioned that the Outpatient Telephone Survey went live in July and they are receiving around 80 responses a month. The Discharge Telephone Survey will be rolled out in December.

SA asked about Patient Choices, who are the doctors and what they are doing. CR

responded that on the website there is a list of specialists and doctors. SA commented that is the performance on the Doctor/Consultant that she is looking for.

NF commented that the report was excellent and a credit to the Trust for being pro-active in its attempts to look at and resolve issues raised. CR commented that they have received 10,000 responses up to end of March this year from the survey alone.

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## **7. Feedback from Host/Workplans**

### Dignity in Care Workshops

NK informed group that invitations were sent out with the connect newsletter. 13 responses received. RB explained to the group the reason for the workshop was that in June she attended 'Train the Trainer' session and idea was to come back and roll out Dignity in Care Workshops.

#### **Actions:**

- Host to inform group of confirmed date for Dignity in Care Workshop once decided.

### Support Group Day

NK circulated a skeleton budget for the proposed day and asked member to inform her of any further idea/suggestion they may have for the day. NK agreed to send an electronic version of the budget to the group. NF mentioned that the 10<sup>th</sup> March 2011 is world kidney day and would like the event to be held on this date, which group were in agreement with. CR informed group that she has held initial discussion with Fiona Alexander regarding using the Atrium for the event, a further meeting is being held on Wednesday 24<sup>th</sup> November.

Theme for the day was mentioned and RB suggested 'Working Together' which group were in agreement with

#### **Actions:**

- Host to circulate skeleton budget via email to group for any further ideas/suggestions

### West Midlands Ambulance Service

NF commented that figures that are coming back are showing an improvement, very hopeful that for a positive outcome but is an ongoing issue.

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## **8. Feedback for UHB Foundation Trust**

CR updated group on the latest move and explained that a large part of the old hospital has now been moved across to the new hospital with 3 further moves being planned in January, April and July 2011

HC raised concern over pedestrian crossings around the site. CR informed group that there was an incident with a member of public being knocked over on the 1<sup>st</sup> day of the move. The trust is planning traffic calming measures CR said.

CR informed group that Imogen Gray would like to attend the next meeting in December to present the report that is produced for the Care Quality Commission. Group agreed this and CR agreed to identify a date she would be available on and inform Host.

### Consultation on Choices and Information

CR mentioned that there was a consultation taking place on 13<sup>th</sup> December at Woodlands Nursing Home at Selly Oak (9.30 – 3pm). SA suggested she would try and ascertain if there were any members from her Walsall Support Group that may like to attend.

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## **9. Any Other Business**

### December Meeting

Discussion around date of meeting in December, dates suggested were 14<sup>th</sup> or 16<sup>th</sup> December. CR confirmed she would speak with Imogen Gray and ascertain which date she would be available on and inform Host.

### Article on Diabetes

HC mentioned she had seen an article on Diabetes and NF commented that RR was the lead on this. Discussion followed within group around drafting an article re animal insulin It was suggested by group that RH draft an article and circulate to group for agreement, which she agreed to do.

RB asked for thanks to be given to the Trust for the invitation to the 'Best in Care' Awards, which both RB & NF attended.

### **Actions:**

- RH to draft an article re: Diabetes/Animal Insulin and circulate to group for comments/approval
- CR to invite Imogen Gray to December meeting and inform Host of date confirmed