

**Birmingham LINK – UHB Action Group Meeting  
Minutes of meeting held Tuesday 15<sup>th</sup> February 2011  
Admin Seminar Room, Queen Elizabeth Hospital**

**Present:**

- Nick Flint(NF) Chair
- Peter College (PC)
- Imogen Gray (IG)
- Sangita Allharya (SA)
- Rob Rjickborst (RR)
- Rwth Hunt (RH)

**Host Facilitators present**

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

**Apologies received:**

Rita Bayley  
Hazel Cole

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

RR welcomed all and confirmed he would chair the meeting.

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**2. Minutes from the Previous Meeting – 18<sup>th</sup> January 2011**

2a) Accuracy

Sangita Alharya gave apologies for the previous meeting.

The minutes were agreed as a true and accurate record

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**3. Matter and Actions Arising**

**Page 1:** End of Life Pathway

RR explained that is still awaiting a response from Jonathon Speakman, so will call him to get a meeting arranged

**Page 1:** Drugs on Discharge

RR explained that the Pharmacy is now located in the new building and it is a long walk for people to get there.

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**4. UHB Quality Accounts Update/Feedback from UHB Trust**

IG introduced herself to the group and explained that a key part of her work is producing the Trust's Quality Reports which form part of the Annual Reports which have been each year for last 2 years. She explained that each quarter an update is done. IG confirmed that once December report is approved in next couple of weeks, she will send this to the group.

IG briefly explained the 5 improvement priorities and explained each of these to the group.

### Reducing Missed Doses

IG explained that they have an electronic recording system (PICS); there has been a step change reduction in missed doses but improvements is still required, particularly in relation to non-antibiotic doses.

RR asked whether the core problem was the pharmacy, as it does not seem to work effectively. IG responded saying it was one of the reasons that came up, but stock availability was another reason. IG explained that since the Director of Pharmacy has come into post it has improved, and they have done very well on nursing and recording administration but they are still working on doctors prescribing practice. IG said that some junior doctors have now been invited to the monthly Executive Root Cause Analysis (RCA) meetings.,

### Discharge and Pharmacy

In depth discussion around discharge of patients and the procedure for patients picking up drugs from pharmacy. IG explained that they do try and have a planned discharge date for patients, SA asked what is the attitude of a patient if something happens and they can not be discharged on the date first suggested. IG confirmed that they try to give a planned idea, and they would communicate with the patients if it looks like they may be unable to go home on that date.

NF asked do patients have to collect their prescriptions at the pharmacy or can they pick them up elsewhere outside the hospital. SA asked whether it would be better for family of patients to be able to pick the prescription up somewhere and at a time convenient to them. IG explained that it was about duty of care to the patients.

#### **Action:**

- IG to find out from Carol Rawlings if patients need to get an outpatient prescription, can they get this processed at Selly Oak or do they have to travel to the Old QE pharmacy

### Quality Report

IG briefly went through the report and explained regarding the clinical indicators and that they are trying to make it simpler to understand and more interesting.

IG explained that patient feedback is looked at as part consultant appraisal and pre-questionnaires are given to patients on their arrival, and these are being rolled out across outpatients specialities. NF asked if these questionnaires are being extended to the dialysis units. IG said she could see no reason why they could not as it was important due to so many people who do have to attend dialysis.

#### **Action:**

- IG to liaise with Paula Mitchell in Renal regarding patient questionnaires being rolled out

IG explained that this report had been shared with South Birmingham PCT in December and they had been challenged on performance indicators, as some are doing as well. IG briefly explained regarding MRI and CT scans and the time for results to come back. IG mentioned that they may consider doing operations on

Sunday for fractured neck of femurs (broken hips) to reduce delays, but this would have to be commissioned by the PCT

#### A&E Increase in Admissions

Discussion within group around the increase in A&E admissions, it was felt that this was due to GP's referring patients straight to A&E rather than walk in centres, urgent care centres.

#### Outpatient Appointments

NF asked IG why patients who are asked to make a repeat appointment have to wait for it to be sent through the post and why can it not be arranged there and then. IG said she would raise this with Carol Rawlings. RH asked why appointments are always late. Can some appointments be made longer, where it is known a longer time may be needed.

RR asked IG if they were considering penalties for DNA's (Did not Attend), IG said she didn't think it would be considered and they are looking at different ways of ensuring patients attend appointments, including text messaging.

#### **Action:**

- IG to find out if process for outpatients appointments being sent out by letter could be amended to patients being able to make them with reception at the time of visit.
- IG to find out if appointments can be longer eg half an hour

RR thanked IG for attending the meeting and IG confirmed she would attend the March meeting (if the Monitor final guidance is out). NK confirmed that Donna Cooper would be attending the March meeting to update on the Discharge Group's activities.

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## **5. UHB Awareness Day Update**

GK updated the group on the current arrangement for the Patient Support Group Day and distributed copies of the posters and postcards to the group that have been sent out.

#### Logistics of Day

GK explained that he had been to view the Atrium with Carol Rawlings to get an idea of the logistics for the event and briefly explained the layout for the stands. He confirmed that tables and chairs would be ordered in for the event and that it was imperative that the thoroughfare was not blocked due to the number of people walking through. GK explained regarding the guidelines from UHB for the display space and that if any support groups required any assistance with promotional material, LINK do have a budget for this.

#### Celebrity Attendance

GK mentioned that it had been suggested at the previous meeting to invite possibly Nick Owen or Margaret Harries, but on viewing the space available did not feel that is was the best place to do this. RR said he felt Nick Owen would be an excellent idea, GK responded that it depended in what capacity he was invited in. RR said felt

space would be good for an opening ceremony but group felt this would not work logistically.

### Marketing

GK explained that Saulo Menezes is handling the marketing campaign and a press release is due to go out to the papers this week. GK mentioned when he had contacted the support groups, he had asked if they required any assistance with promotional materials so these could be provided as required.

### Support Groups

GK distributed the current list of support groups attending the event and said there was potential for perhaps 2 or 3 more groups. He commented that the support groups he had been in contact with had been very responsive, and the list he now had would be ideal to use as an up to date directory, and suggested this be put together. RH said that Inside out is the UHB newsletter and GK explained that Carol Rawlings is placing an update in the newsletter

### Catering

GK explained that he has spoken with Alan King, Catering Manager at UHB and have agreed that we will pay for exhibitors to have food and drink, possibly a £5 voucher for the canteen upstairs. GK said he would get an idea from each support groups as to how many they will require, but suggested allocating 2 per stand. NK suggested perhaps make it £3 per person. Further suggestions were made around the amount to be allocated and in which way it would be done. NF suggested finding out the cost of a coffee and sandwich and a voucher be given for that amount only, another suggestion was for a meal deal perhaps.

### Any Other Business

GK mentioned regarding putting together a questionnaire and Carol Rawlings has also suggested giving them a set of questions that would involve them having to go to each stand to get the answers.

GK said in terms of people helping out on day, they could perhaps have a Birmingham LINK jumper on and NK said she would arrange for volunteer badges for the rest.

The group thank GK for all the work done so far.

### **Action:**

- Host to enquire as to voucher for food and drink for exhibitors

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## **6. Feedback from Host**

### Healthwatch Meeting – 5<sup>th</sup> Feb

NK explained to the group that she had now received the report back from the facilitator Dr Gus John, and once the Core Group had received it, it would be sent to everyone else.

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## **7. Any Other Business**

### Patient Transport

NF briefly updated the group on his work with UHB Patient Transport, explaining that it has gained high profile regarding patient transport, with lots of issues being highlighted between the Hospital and Ambulance Service which are now being addressed. They are starting to look at way of communicating better between each other.

RR commented that it had been exactly 2 years ago since the first issues were raised, and how it had been an ongoing struggle to get answers to the issues NF mentioned that all patient transport is out to tender and that problems have been identified and UHB are working hard to improve these.

GK asked members if they would like any postcards to distribute to let him know.

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9. **Date of Next Meeting** – 15<sup>th</sup> March 2011, 6.30 – 8.30pm at Admin Seminar Room, QE Hospital