

Division of Medicine for Older People (DMOP)

PATIENT EXPERIENCE GROUP

Minutes of Meeting of September 4th 2008

Present

Kim Bezzant, Divisional Senior Nurse, DMOP (KB) (Chair)
Win Jones, Ward visitor, League of Friends
Tony Lowes, Emsworth Hospital Steering Group
Corrinne Smith, Chaplain
Jean Buckle
George Williams

Minutes also to

Divisional Sisters
Divisional matrons
Lesley Humphrey, Divisional General Manager, DMOP
Patricia Hodnett, ex-patient
Tim Robinson, Head of Public and Patient Involvement

ITEM	DISCUSSION	ACTION
1. Apologies	Tracey Russell Alison Earle, League of Friends Jan Gogh, Age Concern Pauline Whittaker	
2 Minutes of last meeting and matters arising	<u>Survival pack</u> KB has enquired about this but has not been able to find examples of these packs. The group suggested that the following things might be useful in such a pack: Sandwiches Cold drinks Tea and coffee	KB to make enquiries about whether these can be

	<p>Soups Milk</p> <p><u>QA League of Friends rep</u> KB to contact Mary Sheppard</p> <p><u>Havant and Waterlooville Capacity mapping – Trust rep</u> KB confirmed that the Trust is represented on this group. Mr Lowes reported that the attendance at this group has been disappointing.</p>	afforded and provided
3. Open Forum	<p>The group members expressed concern regarding the lack of rehabilitation beds for Havant and Waterlooville people. This concern is being taken forward via the capacity mapping group</p> <p>Corrine updated the group with her plans for a support centre for relatives of people with dementia. Jean expressed concern about the skills and training of people who would man the centre if they were to be working with people with dementia, but Corrinne reassured the group that the centre is purely to provide a 'listening ear' and to signpost to sources of help and advice for relatives of people with dementia. Tony Lowes said that his local church may be able to help with volunteers. Corinne thanked him for this and said she would discuss this further when the centre was nearer to being ready.</p> <p>Mr Williams was pleased to report that he had noticed better use of pillows to support patient comfort, but that there was still some room for improvement.</p> <p>Mr Lowes updated the group on the W Sussex consultation: This is still ongoing.</p> <p>Jean highlighted that the expert is the person who has suffered and they must be listened to.</p>	

	The group was in sound agreement with this sentiment.	
4. Update on DMOP moves into the new hospital	KB outlined the moves for the DMOP wards. The acute medical and palliative care wards will be moving into F and G levels, leaving rehabilitation services and Day Hospitals at St Mary's	
5. Any other Business	Kim explained that she was leaving the Trust in November. She would be appointing a temporary chair for the group.	
6. Date and venue of next meeting	<p>October 29th 2008 2-4pm in the Parent craft Room. (<u>Please note change of planned date – this is due to problems with booking the room</u>) (Go to St. Mary's Hospital reception on the ground floor of the Maternity block and ask for directions – its not far from the reception desk)</p> <p>Dates for ongoing meetings: January 7th 2009 March 4th 2009 Both in Parent craft room</p>	