

CAMBRIDGE UNIVERSTIY HOSPITALS NHS FOUNDATION TRUST

Minutes of the meeting of the **Membership and Patient & Public Involvement Governor/Director Working Group** on Monday 9th March 2009 at 1500H in Seminar Room 7, The Clinical School, Addenbrooke's Hospital.

Present: M. Chaloner (Chair)
B. Gerbaldi (Vice Chair)
M. Bright
G. Coteman
P. Dansie
J. Ewer
G. Francis
S. Johnstone
J. O'Sullivan

In Attendance:
I. Jackson
F. Rogers
J. Walters (Agenda Item 8)
N. O'Byrne

Apologies:
M. Hart
B. Hennessy
L. Williamson

1/09 MINUTES OF THE PREVIOUS MEETING.

Noted.

The minutes of the meeting held on Tuesday 18th November 2008 were accepted as a correct record. There were no matters arising from the minutes.

2/09 MATTERS ARISING NOT COVERED ELSEWHERE ON THE AGENDA.

Nil.

3/09 STANDING ITEMS.

Noted.

a Report From The PEC (Patient Experience Committee).

(i) F. Rogers reported.

(ii) The data from the Emergency Department survey and the Patient Experience Support Team is currently being analysed. The output from this analysis will be used to target specific areas with the aim of producing of common high standard throughout the hospital.

(iii) The anonymous complaints returns are also being analysed with a view to making inputs to the Staff Procedures Action Plan.

(iv) Patient experience is now within the portfolio of director Claudia Macfarlane, which will help to increase focus in this area.

b. Actions From The Board Of Governors.

Nil.

4/09 LOCAL INVOLVEMENT NETWORKS (LINKs) UPDATE.

Noted.

(i) F. Rogers reported.

(ii) There is to be a meeting in the immediate future with the Cambridge LINKs management. The aim will be to explore and agree how the Governors are to interact with LINKs and which roles they are to play within LINKs.

(iii) A report on this meeting will be given at the next M & PPI WG meeting in June.

Action: F. Rogers.

5/09 MEMBERSHIP REPORT.

Noted.

(i) F. Rogers reported.

(ii) Membership will form an element in the presentations on the Annual Plan, which are to take place at the next G/D FPG meeting on 19th March 2009.

(iii) The Membership headlines in the Annual Plan will include Focus Groups, themes from "Share Your Views" and staff partnering.

(iv) It was suggested and agreed that Membership in the Annual Plan should include outreach to local ethnic groups, including Travellers, younger age groups' organisations and disability groups.

(v) The planning for next year's Focus Groups will also form part of the next Annual Plan. Specific Governors may wish to focus on certain special Focus Groups. It was agreed that review of the work of previous Focus Groups is to continue.

Action: F. Rogers.

6/09 ACTIVE (ADDENBROOKE'S CHILDREN'S & TEENAGERS' IDEAS & ENTERPRISE) UPDATE.

Noted.

- (i) F. Rogers reported.
- (ii) To celebrate its first birthday, ACTIVE members and their parents were taken bowling to thank both members and their parents. There was a positive article in the "Cambridge Evening News" about the group. A sign of ACTIVE's success is that various children's services are now asking for advice from the group.
- (iii) The next meeting of ACTIVE will progress the issue of posters in which young people are dressed in various different Addenbrooke's staff uniforms. (These will be exhibited in children's wards to help children understand the roles of the different hospital staffs' professional disciplines.) Sites for these posters will be identified and the posters put in place during the coming months.
- (iv) It was suggested that these posters could also play a helpful role, were they to be shown in adult areas in the hospital. This idea is to be considered.
- (v) B. Gerbaldi reported that the ACTIVE concept is to be given a one and a half hour period at the FGTA National Development Day on 22nd April 2009. This event will take place at the King's Fund in London. Mr Gerbaldi will act as facilitator to a panel of four persons who will initially make a five minutes discourse and then answer questions from the floor of the meeting. A volunteer Governor is sought to be a member of the panel; F. Rogers will email a request for a volunteer

Action: F. Rogers.

7/09 FOCUS GROUP REPORTS.

Received: "Project Brief – Review of Seven Day Patient Services". A copy is with the Minutes Book.

Noted.

a. Oncology.

- (i) F. Rogers reported.
- (ii) Two oncology Focus Groups have been run. They took the form of patient consultation groups, with current oncology patients taking part. The first was poorly attended but the second was over attended. As a result, a further oncology Focus Group meeting is planned.
- (iii) The overall impression from feedback is that the staffs are good but that the facilities, although adequate, could do with refurbishment.

b. Resuscitation.

- (i) F. Rogers reported.
- (ii) Two Resuscitation Focus Groups, with different sets of people, have been run by J. Fuld, who is an expert in this field. The focus has been on what is the optimum method to document a "Do Not Resuscitate" note. Discussions have included both ethics and with whom the resuscitation decision lies.
- (ii) Funding has been made available to develop this documentation, which might be applied at a national level, in due course. One concept is that all patients being admitted to Addenbrooke's would have their resuscitation wish noted.
- (iv) J. Fuld has agreed to attend a future M & PPI WG meeting and report personally on his work. F. Rogers is requested to liaise with J. Fuld and arrange an invitation.

Action: F. Rogers.

c. Seven Day Working Review.

- (i) J. Walters reported, making reference to the Project Brief mentioned above.
- (ii) The rationale of the review is to determine the feasibility of providing patient services seven days per week, including bank holidays. The aim would be to respond to patients' needs, while ensuring the optimum use of the Trust's assets.
- (iii) A Seven Day Patient Services Steering Group will act as a forum for examining the interdependencies, which will play a large part in establishing the practicalities of this concept. There are major issues regarding finance, cost effectiveness and staffs' contacts to be considered.
- (iv) The project is being managed through a series of milestones, which will lead to a final report and recommendations to the Board of Directors scheduled for the end of June 2009.

d. Plans For Future Focus Groups.

- (i) F. Rogers reported.
- (ii) The plans for future Focus Groups will be presented at the Annual Plan G/D FPG meeting on 19th March. This will include an Outpatients' Focus Group.
- (iii) It was agreed that a Focus Group on the Seven Day Working Review should be held.
- (iv) A request was agreed for an update at the next M & PPI WG meeting on the implementation of points from previous Focus Groups.

Action: F. Rogers.

- (v) The Focus Group issue of women in different conditions being mixed together in the Outpatients' Department has been passed to the Rosie's operational management for action.

8/09 INSTITUTE OF CUSTOMER SERVICES.

Noted.

- (i) F. Rogers reported.
- (ii) The Trust has joined the Institute of Customer Services. The Institute specialises in customer care training and development. A number of large firms, both national and international, are members.
- (iii) An area of the Institute's work will focus on care in the health sector. A NVQ may be developed for health staffs involved in customer care.
- (iv) In Addenbrooke's, administrative staff in Outpatients' Department will be the first to receive this customer care training.
- (v) It was pointed out that some of the customer care issues in Outpatients relate to the poor telephone service. This must be improved as part of customer care upgrade.

9/09 PATIENT SURVEY RESULTS.

Received: "M & PPI G/D WG Patient Survey Results" A copy is with the Minutes Book.

Noted.

- (i) F. Rogers reported, making reference to the document mentioned above.
- (ii) Interim National Results: this National Survey is based on responses from adult patients discharged in July 2008. The Cambridge University Hospitals' response rate matched the national average of 53%. These results show improvements from the previous survey in 2007. Details are listed in the above mentioned document. A full management report will be issued within the next few months.
- (iii) Addenbrooke's Results: in January 2009, 94% of patients said that services met or exceeded their expectations. The more detailed results are contained in the above mentioned document.
- (iv) The Addenbrooke's results have been analysed and published by the Clinical Audit Patient Survey Team, which consists of one full-time and two part-time members of staff.
- (v) Concern was expressed on two issues:
 - It was suggested that the presentation on Comments Cards, in the above mentioned document, could be clearer
 - The question was raised as to whether a particular patient, who had complained about one thing initially, then tended to complain about other things as well. It was suggested that a data correlation exercise should be carried out to investigate this matter
- (vi) It was suggested that an ex-patients Focus Group might to run to consider the Addenbrooke's survey results.
- (vii) The question in the survey about times of doctors' ward rounds is now judged to be inappropriate and will be discontinued in future surveys.

Action: F. Rogers.

10/09 PEAT (PATIENT ENVIRONMENT ACTION TEAM) VISITS.

Received: "Ward Menu" and "Food and Food Service Questionnaire" documents. Copies are with the Minutes Book.

Noted.

- (i) M. Chaloner reported, making reference to the two documents listed above.
- (ii) The overall situation is that the menus are good and the new Ward Menu document is attractively laid out.

- (iii) There is a continuing requirement for Core Members of M & PPI WG to make meal times visits to wards. These visits are to be unannounced.
- (iv) Concern was expressed about a number of issues:
 - On occasions, there were shortages of hand wipes
 - Doctors should not be doing ward rounds during meals
 - Cleaning should stop during meals
 - There is a need for further training for housekeepers in how to serve food
 - The Food and Food Service Questionnaire is over complex and needs to be redesigned

Action: C. Charlton/S. Lewis.

11/09 ANNE FRANK INSTITUTE'S TRAINING PROGRAMME.

Noted.

- (i) F. Rogers reported.
- (ii) The Anne Frank Institute has developed diversity and discrimination training, which is based on the message from Anne Frank's life and death, during the Second World War.
- (iii) Addenbrooke's will use this training; it will form part of both induction training and refresher training for all staffs.
- (iv) A DVD is to be produced that will be used as part of this training. It will be based on real incidents, which took place in Addenbrooke's. The M & PPI WG will be invited to view the DVD, when it is in draft format.

12/09 CAR PARKING.

- (i) A general discussion took place on this issue.
- (ii) It was agreed that proactive work is required in the following areas:
 - A message needs to be developed for the local media to explain the decline in hospital services, which would result if the £2m of annual costs of running the car parks had to be found from NHS income rather than from car parking fees.

- There are special parking charge rates for specific categories of people. These need to be better publicised. It was suggested that more posters are required explaining these rates, that staff should be aware of the rates to brief patients or visitors and that the rates should be publicised on the Patient Line TV.

Action: F. Rogers.

13/09 MOBILE PHONE USE AND 'HOSPELIA' (PATIENT LINE).

- (i) A general discussion took place on this issue.
- (ii) It was agreed that the total ban on use of mobile phones in the hospital is unworkable. (Senior staffs are seen in the hospital using their mobile phones, which encourages others to do likewise.)
- (iii) A related issue is that the Hospelia Patient line is expensive at 26 pence per minute and with a minimum charge of 40 pence. This encourages the use of mobile phones.
- (iv) The committee recommends a trial on the use of mobile phones in the hospital. There would need to be certain specified areas where phones must not be used, the use of texting should be encouraged, phones should be set on "vibrate" rather than "ring tone" and the issue of camera phones would need to be addressed.

Action: B. Hennessy.

14/09 DATE OF NEXT MEETING.

Monday 8th June 2009 in Seminar Room 7 in the Clinical School, Addenbrooke's Hospital from 1500H to 1700H.

15/09 ANY OTHER BUSINESS.

- (i) A conference on measuring patient experience will take place in London on 29th April 2009. Details will be circulated; Governors may wish to attend.

Action: F. Rogers.

- (ii) Review of Governors / Directors Working Groups – Terms of Reference document: this matter is being progressed for M & PPI WG by the Chair assisted by a small number of other Governors.

Action: M. Chaloner.

AMENDED

- (iii) An update on progress in the construction and scheduled opening date of the Addenbrooke's – Trumpington Link Road is requested for the next meeting.

Action: B. Hennessy.