



CENTRE FOR SEXUAL HEALTH

THE JEFFERISS WING

Wharfside Patients Forum

Notes of meeting held on February 28th 2008

Present: Bernard Forbes co-chair Garry Wall co-chair
David M, Frank, John, Andrew, Michael

Caroline Hart: Sexual Health Pathways and Networks Implementation Manager.

Rachel Davis: Trainee Health Psychologist, Clinical Safety Research Unit, Imperial College

Andrew Gallini: Lead Nurse, Medicine, St Mary's Hospital

Apologies: Zoe Sheppard, Philippe B, Martin Schwarz, Parita Shah, Elizabeth Hesketh-Hewson

The following issues were dealt with at this meeting:

1. 'PINK' video screening and discussion
2. St Mary's Hospital 'Dignity Challenge
3. Notes from previous meeting
4. Forum Educational Event
5. Phoning for Blood test results
6. Patient Satisfaction Survey
7. Other Business

1. PINK video screening and discussion

A short film was shown to the Forum by Rachel Davis from the Clinical Safety Research Unit at Imperial College. The film is to encourage more in-patient involvement and awareness of safety matters during their stay at St Mary's. It will encourage patients to be as cooperative as possible with their care team and to be vigilant for any lapses in hygiene. Forum members approved the

concept but found the film a little naïve and patronising as many there were experienced in taking responsibility for their own care whilst in hospital and the film is mainly aimed at new patients. It is intended to be shown on Patientline though doubts were expressed about the title PINK which it is felt may deter some from viewing it.

2. St Mary's Hospital 'Dignity Challenge'

The 'Dignity Challenge' was launched in Nov 2006 by the Care Services Minister Ivan Lewis following consultation with older people though it is equally relevant to all adult care services. 'Dignity' in care means the kind of care that promotes and does not undermine a person's self-respect regardless of any difference. Andrew Gallini (Lead Nurse, Medicine, St Mary's) gave a presentation to the forum regarding its implementation and explained the elements of the 'Dignity Challenge' which were then discussed.

The ten elements are:

- 1) Zero Tolerance of Abuse
- 2) Support People with Respect
- 3) Treat Each Person as an Individual
- 4) Enable people to maintain the maximum level of Independence
- 5) Listen and Support People
- 6) Respect People's Right to Privacy
- 7) Ensure People Feel Able to Complain
- 8) Engage Families and Carers as Care Partners
- 9) Assist People to Maintain Confidence and Positive Self-Esteem
- 10) Act to Alleviate Peoples Loneliness and Isolation

3. Notes from previous meeting

Agreed

4. Forum Educational Event

Laura Waters who was due to talk about 'HIV and travelling outside the UK' has unfortunately had to withdraw from the event planned for March 15th but will be replaced by Andy Benzie who will discuss the same topic. There are currently twenty three applicants confirmed and anyone else wishing to attend please RSVP to Parita Shah on 0207 886 7718 or email forum@wharfside.org.uk .

5. Phoning for Blood Test Results

Current technology is inadequate regarding a queuing system on the telephones and a new Solidus system is required before this project can move forward.

6. Patient Satisfaction Survey

We are still waiting to hear from other Patient Forums to gauge whether it will be possible to conduct a Pan-London Satisfaction Survey simultaneously. Other Forums are interested in using the same survey template used at Wharfside but if no decision is agreed soon as to when it will occur then Wharfside Patients Forum will conduct an independent satisfaction survey.

7. Other Business

DLA review: The recent NAM meeting to discuss the DWP reviews of those receiving DLA was very well attended by over eighty people. Anyone who has concerns can view the link on the forum website or contact John at www.hivbenefits.co.uk.

Access to GP Services: At last months Forum meeting Stephen Tucker and Judy Hague informed the group of a pilot scheme to introduce primary care for people with HIV at their GP's. It now seems Kensington and Chelsea PCT are planning to implement this as fact and in the longer term are hoping that routine HIV care will transfer to GP's (see item 3.2 in this KC PCT document <http://www.kc-pct.nhs.uk/theboardroom/documents/HIV2.3HIVStrategy17Jan08.doc>). Chelsea and Wesminster and St Mary's Hospitals currently have the best HIV care outcomes in London.

Eye Clinic: No further development on this matter as the forum is awaiting a response from the Eye hospital regarding recent complaints.

CRS-Computerised Care Record System: Elizabeth Hesketh-Hewson from Imperial College was unable to attend this meeting and hopefully will give the forum a presentation at a later date.

Simon Portsmouth: Dr Simon Portsmouth finished his tenure at St Mary's on February 29th and the forum thanked him for all his support and wished him well for all his future endeavours.

No Forum meeting will be held in March due to the Educational Event on Saturday the 15th!

**Next meeting will be on
WEDNESDAY April 30th '08
from 6-8pm**

**in the MacRae Room,
2nd floor QEQM building**