

## Wharfside Patient's Forum

### Notes of meeting held on Wednesday April 30<sup>th</sup> 2008

Present: Bernard Forbes co-chair                      Garry Wall co-chair  
            Martin Schwartz, Philippe B, Frank.

Caroline Hart: Sexual Health Pathways and Networks Implementation  
                    Manager.

Alice Carter: Service Manager Sexual Health.

**Apologies:** Zoe Sheppard, Michael W.

#### **The following issues were dealt with at this meeting:**

1. Notes from last meeting
2. Forum Educational Event
3. Phoning for Blood Test Results
4. Patient Satisfaction Survey '08
5. Eye Clinic
6. CRS Computerised Record Service
7. Other Business

#### 1. Notes from last meeting

Agreed

#### 2. Forum Educational Event

The Wharfside Patient's Forum Educational Event held in March was very successful despite the fact that one of our speakers cancelled and her replacement was called away urgently at short notice. Twenty five people attended and the topics discussed were informative and enlightening. Feedback was positive and encouraging for future events though the free lunch provided was unimpressive and elicited several complaints. There is money left over from donated funds for the event which will be a topic of discussion at the next WSPF meeting on how it is to be spent.

### 3. Phoning for Blood Test Results

The Solidus system will be installed at Wharfside within the next month which will include an adequate queuing system for waiting callers and once this is running the new Blood Test Results line will be introduced. It is intended to be operating by August.

### 4. Patients Satisfaction Survey '08

WSPF in discussion with HIV Forum Link had agreed to a London wide satisfaction survey to be carried out using the templates from Wharfside. However this has not been confirmed and no dates set so WSPF have decided to run our own Patient's Satisfaction Survey '08 in September. Garry to action this with discussion at the HIV Service meeting in May and questions will be set for the survey at the next WSPF meeting on Wed May 28<sup>th</sup>.

### 5. Eye Clinic

Further to several complaints about the running of the Eye Clinic at Wharfside action is being taken and complainants responded to. Alice Carter informed the forum that the Eye Clinic is currently being audited for three months to gauge efficiency. Results of this audit will be shown to the forum at a later meeting this year. Ophthalmology and HIV notes are to be merged for convenience. Patients are not happy with the walk-in style service and want an appointment system. A patient who had received a response to his complaint stated he was happy action was being taken and the forum awaits further development on this issue.

### 6. CRS Computerised Record Service.

*Merging of Clinic numbers and Hospital numbers at Wharfside*

Dr Walsh has suggested merging the Hospital numbers and Wharfside numbers on patient's files as currently patients GU notes cannot be accessed in the main hospital whilst an in-patient thereby causing delays in some patients receiving certain treatments on the wards. Concern has been raised regarding confidentiality and stigma from staff but as it is Wharfside patients' notes are contained in red folders as opposed to the buff coloured ones used by other patients therefore identifying them as HIV+. The proposal is for patients' hospital and clinic notes to be retained at Wharfside and if the patient is admitted to the wards the GU notes are removed from their files. Dr Walsh will be invited to the next Forum meeting on Wed 28<sup>th</sup> May for this issue to be discussed further.

## 7. Other Business

*PINK Video:* It has been suggested this video which is to assist peoples stay in hospital be shown on the WSPF website. Garry to action a viewing for the Service Meeting as no-one else has viewed this film which will be shown on TV screens in patients' rooms.

*Access to GP Services:* Nothing further to report on this, Kensington and Chelsea will be piloting a scheme.

*Sexual Health Survey:* BHIVA guidelines state that all HIV+ patients' be given a sexual health screening once yearly. A questionnaire to be given to patients' was shown to the forum and after discussion was re-evaluated. This annual survey will be added to Telecare to auto flag as a once yearly reminder for a routine check up.

*P4P:* At another Wharfside department meeting a CNS reported that patients' were not being contacted after leaving their details in the Suggestion Box. Caroline and Martin Schwartz will meet and discuss before the next forum meeting.

*PPI Audit:* This has to be completed by September and needs to be signed off by Patients' reps.

**The next WSPF meeting will be on Wed  
28<sup>th</sup> May 2008 in the Macrae room  
(beside Canal Restaurant) 2<sup>nd</sup> floor  
QEQM building, South Wharf Road.**