

Wharfside Patient's Forum

Notes of meeting held on Wednesday May 28th 2008

Present: Bernard Forbes co-chair Garry Wall co-chair
 Frank, Michael W.

Elizabeth Hesketh Hewson: CRS Change Manager.

Alice Carter: Service Manager Sexual Health

Dr John Walsh: Lead Clinician HIV Services.

Apologies: Martin Schwarz, Caroline Hart, David M.

The following issues were dealt with at this meeting:

1. CRS - Care Records Service
2. Notes from last meeting
3. Patient Satisfaction Survey '08
4. Eye Clinic
5. Complaint of Discrimination
6. Access to GP Services
7. Other Business

1. CRS – Computerised Records Service

Elizabeth Hesketh Hewson who is the CRS Change Manager for Imperial Healthcare spoke to the forum about the proposed plans for the computerisation of patients' records which is due to go live before the end of 2008. From a clinical perspective there will be no changes. A secure database known as the 'National Spine' will be set up containing patient demographics and when a patient is admitted to hospital they will be given an NHS number (if they don't already have one) and the 'Spine' could eventually be accessed to discover relevant information to the patient's treatment. This will be particularly helpful to patients taking a lot of medication (reducing duplicated prescriptions) or with many medical problems.

Patients will be allowed to view their own care records on the 'Spine'. It will be possible to hide aspects of records, patients will be asked if they wish parts of their records to be kept in a 'sealed' or a 'sealed and locked' envelope. Sealed envelopes and the 'sealed and locked' envelopes will be only accessible with the patient's consent. In cases where consent cannot be given (patient unconscious for example) a court order can be obtained to view the contents of sealed envelopes.

Any person who accesses patients' files will be recorded and cannot be deleted from identification, whereas currently paper files can be accessed and read by many. CRS will be audited regularly for valid authorisation of access. Healthcare staff accessing care records have to have a legitimate reason for doing so.

CRS will need to be well advertised and patients' concerns addressed: in a pilot scheme patients' were not consulted before their records were computerised and for which an appeal is currently being heard in the House of Lords. It is planned that every patient's records will be on CRS by 2010 with certain confidential information retained elsewhere.

Genito-Urinary (GU) records will not be on CRS and at St. Mary's will be retained in the Jeferriss Wing. Currently notes from Wharfside are kept in red folders thereby identifying them from their source, but this also highlights them as "special" – so it is hoped to move to using file covers the same colour as ordinary medical records (while paper records continue in use; *see previous months minutes of the WSPF re: Merging of Clinic numbers and Hospital numbers at Wharfside*).

Inpatient information about anyone showing HIV symptoms will at least initially continue to be paper based as this information will be permanently on file if added electronically. Elizabeth Hesketh-Hewson offered to show a demonstration and help to allay concerns that patients may have. This will be arranged by the forum to take place within the next three months and will be advertised on the website and at Wharfside.

2. Notes from last meeting

Agreed

3. PSS – Patient's Satisfaction Survey '08

Due to the extended presentation about CRS, lack of input from the family clinic and the absence of Caroline Hart from this forum meeting, it was decided to wait before setting the questions for this years survey until the next meeting. A list of services available at Wharfside will be attached to the questionnaires and are to be updated and advertised at Wharfside and on the WSPF website.

4. Eye Clinic

A patient complained to the forum that he had been chastised at the Eye Clinic for booking his appointment through Wharfside reception and not directly with the clinic booking system. The Eye Clinic is currently being audited for efficiency and patient care, results of which will be given to the forum at a later date.

5. Complaint of Discrimination

A complaint has been submitted regarding discrimination at the Hammersmith Hospital. This complaint was made via the WSPF and in an attempt not to distress the complainant any further the forum attempted to deal with the matter but given the nature and seriousness of the complaint have been advised that the patient must write and make an official complaint. This can be daunting and raises the serious issue of maintaining confidentiality associated to a stigmatising condition. The forum is attempting to minimise further stress to the complainant. Alice Carter will enquire if the complaint made to the forum is adequate to forward to PALS, but the email correspondence so far has been between the wife of the person discriminated against and WSPF.

6. Access to GP Services

Westminster and Kensington & Chelsea PCT's (Primary Care Trusts) are in discussion about GP Services to those with HIV but it seems the general consensus of demand and requirement by patients is to have a GP provided in-house within specialised clinics. This will be helpful to patients who have difficulty accessing a GP and would also be good training for GP's many of whom currently have minimal knowledge of HIV care. A focus group from the forum is to meet and discuss taking this suggestion further.

7. Other Business

Phoning for Blood Test Results

No further progress reported on this issue but the new phone queuing system is planned to go live in August, though as yet no dates have been confirmed.

P4P – Patient for Patient

A meeting to discuss P4P before this forum meeting had to be deferred and is to be re-scheduled. This is to discuss delays in patients being contacted after leaving their details in the Suggestion Box at Wharfside.

**The next WSPF meeting will be on Wednesday June 25th 6-8pm
and will be held at the
Round Meeting Table
in the
Winston Churchill Wing
(Clinical Trials)
and **NOT** in the Macrae Room in the QEQM.**