

# Wharfside Patients' Forum

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

**Present:** Bernard Forbes co-chair                      Garry Wall co-chair  
Frank, Ian

Dr Andy Benzie: Consultant Physician in HIV  
Alexandra Fedina: HTLV Specialist Nurse in Winston Churchill Wing

**Apologies:** Caroline Hart, Michael W, Martin Schwarz.

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

1. PSS - Patient Satisfaction Survey
2. Notes from last meeting
3. GP Access
4. Phoning for Blood Results
5. P4P – Patient for Patient
6. Other Business

## 1. PSS – Patient Satisfaction Survey

Dr Andy Benzie joined this month's forum meeting to discuss the PSS and the Family Clinic. The Family Clinic has two clinics per week so it was decided that their Satisfaction Survey will be conducted over a few weeks period and Dr Benzie will endeavour to seek volunteers from the patients/parents there to help facilitate it. This will be the first time the Family Clinic is included in the survey. They are having problems with CNS (Clinical Nurse Specialists) input/support, delays in waiting for adult bloods to be taken along with issues regarding Home Delivery, so hopefully patients will express themselves through the survey and matters will be improved.

The survey needs to be re-worded and most references to Wharfside removed to make it more inclusive of the Family Clinic.

Proposed that this years Satisfaction Survey will be conducted from Mon 15<sup>th</sup> – Fri 19<sup>th</sup> of September at Wharfside and volunteers are needed to help assist patients filling the survey forms at Wharfside so if anyone can help please email the forum at [forum@wharfside.org.uk](mailto:forum@wharfside.org.uk) and leave contact details.

## 2. Notes from last meeting

Agreed

### 3. GP Access

Professor Weber had a discussion with co-chair Bernard Forbes prior to this meeting regarding the possibility of having a GP at Wharfside and has offered to arrange a meeting with the Professor of Primary Care at Imperial College to help us take it forward and see if we can make it a reality. It would benefit patients to access a GP at Wharfside due to the fact that many don't already have one and also curb fears of confidentiality that some patients feel in regard to accessing a GP local to them.

### 4. Phoning for Blood Results

The Solidus system for the telephones is now established at Wharfside and seems to be working well. Patients calling the clinic no longer have to wait for long periods to get a response and are given an indication of their placement in the queue of calls. The new numbers for accessing blood results from the nursing team will be up and running soon. The Solidus system is not in Clinical Trials in the Winston Churchill wing so patients may still experience delays when contacting them.

### 5. P4P – Patient for Patient

P4P is a service offered to patients by patients at Wharfside for newly diagnosed or long term patients who wish to discuss their HIV concerns with another patient. Until recently Caroline Hart has been assisting with support and facilitating meetings but has now deferred her involvement to the co-chairs Garry and Bernard as it is a patient-led service, but with too much management involvement could be interpreted differently.

### 6. CRS – Computerised Record Service

A date is to be set for a Forum educational event in September to inform patients of CRS. Elizabeth Hesketh Hewson from Imperial College Healthcare will be our main speaker and it will be an ideal opportunity for patients to express their concerns and hopefully quell any anxieties. All patients in the UK are due to be on computerised health records by 2010. Posters advertising the event will be displayed at Wharfside and Clinical Trials.

### 7. Other Business

*Wharfside Services:* The list of services offered at Wharfside has been updated by Zoe Sheppard and Garry Wall. This has to be presented at the next HIV service meeting for finalising before going to print. The previous

service list was updated in 2005 and was due for review. The list will also be accessible on the Wharfside website [www.wharfside.org.uk](http://www.wharfside.org.uk)

*Westminster PCT request.* Westminster PCT (Primary Care Trust) has requested a sexual health needs assessment for positive people living in/ or using HIV services in the Borough of Westminster. This will influence commissioning of future services and will indicate if there is a need for more services currently unavailable. There are 1200 HIV positive residents in Westminster of which approx 1/3 attend St Mary's for treatment, 1/3 to Mortimer Market Clinic and 1/3 Chelsea and Westminster Hospital. Bernard Forbes will query from Gary Alessio what is required for completing this assessment.

*Suggestion Box.* There were two issues in the suggestion box this month, one about the heat in the Wharfside waiting room and no fan available. This seems to have been an oversight at Wharfside as last year they had a fan in the waiting area, the forum will see about getting a fan as it can get very stuffy and humid in Wharfside.

The second issue was about the hot water dispenser for tea/coffee making. A patient got scalded attempting to make a drink. The machine was tested and does not appear to be faulty. When making a hot drink please hold the cups directly beneath the handle where the spout is to ensure you don't get burnt.

**The next WSPF meeting will be held on  
Wednesday September 24<sup>th</sup> 2008 @ the Round  
Meeting Table in Clinical Trials, Winston  
Churchill Wing**