

Wharfside Patients' Forum

Notes of meeting held on Wednesday Oct 29th 2008

Present: Bernard Forbes co-chair
Philippe B, Frank.

Garry Wall co-chair

Caroline Hart, Acting Service Manager
Verity Moorhead, Team Leader of the HIV Health Support Service at THT

Apologies: Martin Schwartz, Dr John Walsh, David M, Michael W, Zoe Sheppard

The following issues were dealt with at this meeting:

1. THT Health Support Service and Wharfside's P4P
2. Notes from last meeting
3. PSS-Patient Satisfaction survey
4. Phoning for Blood Results
5. CRS-Computerised Records Service
6. Other Business

1. THT Health Support Service

Verity Moorhead from THT came to this forum meeting to discuss the new THT Health Support Service.

In conjunction with NAM (National AIDS Manual) THT will provide Health Trainers for HIV clinics in North London to assist people with their HIV healthcare. This will complement the services currently provided by Health Advisors, CNS's and other healthcare staff. The main aim of the service is to increase the level of health and treatments knowledge amongst people living with HIV and to strengthen HIV self-management in London. The service has been running in South London boroughs for around a year and has just launched north of the Thames.

The service will be of particular use to those recently diagnosed who need to consider starting or changing treatment and will complement the information provided by their HIV treatment centre. It will also attempt to assist people to re-engage with their medical support who have not visited their clinic for some time and will be adapted to suit each clinic/individual.

The service differs from Wharfside's P4P in that it does NOT offer peer support and therefore P4P will run in conjunction with the Health Support Service. Whereas P4P is patient led the new THT service will work with clinic staff and will liaise between the client and the clinic.

Philippe suggested sharing with Verity the 'Vision Statement' for P4P to ensure both services complement each other.

In South London there has been an uptake of 400 client requests being served by four ethnically diverse volunteer health trainers. Clients for the service will be referred by their clinic or can self refer by telephoning 020 7737 9740.

There is concern that P4P is losing credibility with some applicants unable to get through to the facilitator and this will be reviewed and needs amended a.s.a.p.

For more information on the new HIV Health Support Service contact Verity Moorhead at THT - verity.moorhead@tht.org.uk

2 Notes from last meeting

Agreed

3 PSS-Patient Satisfaction Survey

Caroline Hart thanked all the volunteers who assisted with the PSS in September and an especial thank you to Bernard Forbes for collating all the information gathered. 201 questionnaires were completed or partially completed.

There was a 10% drop in how helpful doctors at Wharfside are viewed by patients' (compared to 2007) and a 6% drop for the nurses but reception approval is up. Well done to Steve Reeve and his team!

Regarding access to Primary Care 92% stated they were registered with a GP and 72% say they have disclosed their HIV status to them. However three patients reported that they don't use their GP as the hospital disclosed their HIV status without their consent. 19 respondents felt their primary care service fell short of their needs and 9 commented on the perceived shortfalls in the HIV service.

The toilets at Wharfside were criticised again and in greater numbers; and action is currently being taken by the Service Manager to discuss with the works dept about refurbishing.

An action plan from the PSS (as with last years) with the toilets as primary issue and will extract useful quotes from the survey to support our appeal for a research programme on providing primary care GP's in the clinic.

The PSS results is available to view on the Wharfside website www.wharfside.org.uk/pss and on the notice board in Wharfside.

The family clinic was included for the first time in this year's survey and got favourable responses in the main part due to its recent refurbishment.

4 Phoning for Blood Results

The new Blood results telephone line is NOT working yet and no date set for when it will be up and running. There seems to be a stationery problem with difficulty acquiring a carbon copy book. The publicity for this service lying around the clinic has been removed.

5 CRS-Computerised Records Service

Due to teething problems experienced at the Royal Free Hospital installing the system, CRS will not be implemented at St. Mary's until the end of 2009. Consequently the forum will arrange a CRS event at St Mary's in June'09 where patients can air their concerns and learn more about it.

6 Other Business

Eye Clinic: A patient who had previously made a complaint about the Eye Clinic was challenged by the Ophthalmic Consultant during a clinic appointment and felt so uncomfortable he could not continue with the appointment. Following this another complaint has been submitted. The service in the Eye Clinic has, however, improved recently.

HIV Consortium: The London HIV Commissioners wish to hold a meeting for Patient and Public Engagement in North London and the Cockburn theatre and Macrae room at St Mary's have been booked provisionally. It is hoped to have the event in early 2009 (* note – date booked is 5th February 2009).

I-Base leaflets: The forum has been requested to appeal for funding to pay for resources and the phone line services provided to Wharfside patients by I-Base. Funding has been withdrawn from I-Base though the information provided in their leaflets is considered by many physicians and patients as better than others. As the leaflets will need regular updating it will be necessary to decide which ones are most needed/useful to decide requirements, particularly regarding combinations. Bernard will invite Rosy Weston to attend the next forum meeting to discuss this matter.

Suggestion Box:

- a. Another complaint has been received regarding the PC at Wharfside. At the monthly HIV Service Meeting this was raised and Zoe Sheppard has agreed to find a replacement.
- b. Following a complaint last month about the dead and dying plants at Wharfside, it has now been decided to remove the offending specimens from the waiting area. No decision was reached on them being replaced or renewed.

Emergency Prescriptions: These can be ordered direct from Pharmacy but will not be ready for collection on the same day. If required urgently it is recommended to see the walk-in doctor at Wharfside and a prescription can be issued and dispensed on the same day.

Flu Vaccine: The flu vaccine will not be available at Wharfside and patients are recommended to get it from their GP, Medicentre or Boots Chemist who charge £15 for it.

**The next meeting of the Wharfside Patients' Forum will be on
Wednesday Nov 26th 6-8pm in the Macrae Room in the QEQM
Building (beside Canal Restaurant)**