

Wharfside Patients' Forum

Notes of meeting held on Wednesday Nov26th 2008

Present: Bernard Forbes co-chair
Frank

Garry Wall co-chair

Caroline Hart, Acting Service Manager
Gayle Muers, Westminster Local Involvement Network (LINK)

Apologies: Martin Schwartz, Philippe B, Richard Meyer, David M

The following issues were dealt with at this meeting:

1. Westminster Local Involvement Network (LINK)
2. Notes from last meeting
3. PSS-Patient Satisfaction Survey
4. Blood Results phone line
5. I-Base leaflets
6. Westminster Partnership Meeting
7. Other Business

1 Westminster Local Involvement Network – LINK

Local Involvement Networks (LINK's) were launched nationwide in April '08 for the public to have more of a say in their medical and social care. They are voluntary networks that will have certain legal powers such as entering and viewing certain premises where care and services are provided, requesting information from service providers and receiving a response within a specific timescale etc and acting on any negative information that needs to be addressed. The networks will be the focus of local communities to instigate changes where necessary to improve the local health and social care services.

Gayle Muers attended this forum meeting to discuss the Westminster LINK and to encourage the HIV community to volunteer and help improve current services. Over 170 individuals and other community groups have so far joined as members who will be involved in steering groups, work groups and accessing and forwarding information. Information learned will be communicated to service providers with recommendations for change. Steering group elections will be held in Jan/Feb '09 and working groups are due to begin in March '09. Issues and matters to be addressed are currently being logged with the host organisation which is: **Westminster Local Involvement Network, 37 Chapel Street, London, NW1 5DP. Telephone: 020 7535 0499.**

For more information about Westminster LINK, contact Gayle Muers at the above number or email gmuers@vawcvs.org

2 Notes from last meeting

Agreed

3 Patient Satisfaction Survey

The results of this years' Patient Satisfaction Survey are now available to be viewed online at www.wharfside.org.uk/pss and a hard copy is on the Wharfside Notice Board. Bernard Forbes will formulate a work plan to deal with issues raised in the PSS and apologised to the forum that this has been delayed.

Waiting times in pharmacy were raised as an issue by a lot of people and we have already discussed this with Jefferiss Wing pharmacy who, coincidentally have the best performance of the various pharmacies at St. Mary's with 92% of prescriptions dispensed within thirty minutes.

The computer at Wharfside in the waiting area will be replaced soon as it is worn out.

4 Blood Results Phonenumber

This has been delayed further due to staffing levels in the nursing department undergoing change. This will be addressed at the next Service Meeting as well as concerns that patients who attend One Stop receive their blood results by email when seen by a nurse, but not when seen by a clinician.

5 I-Base Leaflets and phone line support

The forum is waiting to hear from Dr Graham Taylor about the continued provision of I-Base leaflets at Wharfside. These leaflets are very detailed regarding research and up to date information on HIV and treatments. A random selection of clinicians from different hospitals have all given their approval of I-Base information which is provided globally.

6 Westminster Partnership Meeting

Bernard Forbes attended this meeting on Oct 31st and gave feedback on our PSS (Patient Satisfaction Survey). Wharfside received a favourable response to the PPI (Patient and Public Involvement) Audit Tool submitted earlier in the year.

7 Other Business

CRS (Computerised Records Service): This has been cancelled until further notice due to severe problems at the Royal Free when it was installed there.

New Appointments @ Wharfside: A new consultant will be starting at Wharfside in the new year replacing Dr Simon Portsmouth who left earlier this year. Catherine French starts as the new Service Manager in December 2008.

HIV Consortium: The London HIV Consortium will be holding a meeting for Patient and Public Engagement in the Cockburn Theatre at St Mary's on Feb 6th '09 and **NOT** on Feb 5th as reported in last months minutes.

**The Next meeting of the Wharfside Patients' Forum
will be on Wed January 28th 2009 in the Macrae Room
in the QEQM Building between 6-8pm**