

# Wharfside Patients' Forum

Notes of meeting held on Wednesday Jan 28<sup>th</sup> 2009

**Present:** Bernard Forbes co-chair  
Frank, Hope, David M.

Garry Wall co-chair

Catherine French: Service Manager at Wharfside  
Brett Marett: Pharmacist HIV and Sexual Health  
Dr John Walsh: Consultant Physician Wharfside

**Apologies:** Rosy Weston, Caroline Hart, Philippe B, Martin Schwartz

The following issues were dealt with at this meeting:

1. PSS- Patient Satisfaction Survey – Action Plan
2. Blood Results Phonenumber
3. Pharmacy
4. PEP Clinic - Post Exposure Prophylaxis - capacity
5. I-Base leaflets - funding
6. Other Business

Catherine was welcomed to her first forum meeting since taking over as Service Manager for HIV and Sexual Health.

## 1 PSS – Patient Satisfaction Survey – Action Plan

An Action Plan to tackle the issues raised in the Wharfside PSS has been drafted by Bernard and will be discussed and finalised at February's HIV Service Meeting.

Top of the list were complaints about the Wharfside toilets and these are currently being renovated. Work commenced on Jan 19<sup>th</sup> and it is expected they will be functional again and of a better standard by the end of February. Baby changing facilities are to be installed also.

Other issues to be tackled include Wharfside Services List, GP matters, Dentistry, PEP Clinic (Post Exposure Prophylaxis) and Blood results via text. The Wharfside waiting room will also be re-painted and given a facelift over the coming weeks. The forum will endeavour to deal with matters that received more than three complaints on the Survey. A summary of feedback is available to view on the forum website at [www.wharfside.org.uk](http://www.wharfside.org.uk)

## 2 Blood Results Phonenumber

It is expected that the blood results phonenumber will go live on May 1<sup>st</sup> 2009. Due to staffing problems and line installation at Wharfside this was delayed from July '08 and there have been suggestions that it may be possible to convey results by text alternatively. Implications of the latter will be discussed and decided if feasible.

## 3 Pharmacy

Brett from the Jefferiss Wing Pharmacy came to this forum meeting to respond to complaints on the PSS about waiting times.

The new Chief Pharmacist is more concerned with providing a quality service than a speedy one, though 92% of Jefferiss Wing prescriptions are usually dispensed within 30 minutes and patients should be aware that the waiting times at the other hospital pharmacies are much longer.

Dispensing medications is a team effort requiring several people to make up the scripts thereby ensuring no mistakes occur and though many are on Home Delivery these take time to process properly. Approximately 25% of Wharfside Patients are on Home Delivery.

Some patients object to being repeatedly asked about other medications they are taking but this is a necessary process to prevent contra-indications with their anti-retrovirals and a consulting room has been made next to the dispensing hatch for pharmacists to discuss prescription issues with patients.

## 4 PEP Clinic (Post Exposure Prophylaxis)

The PEP Clinic currently only takes place at Wharfside on Fridays and Dr Walsh explained this was due to not having enough registrars and lack of space at Wharfside to run a clinic on other days. Westminster PCT (Primary Care Trust) will have new service specifications for PEP from April 2009.

## 5 I-Base Leaflets

Dr Walsh has spoken with Graham Taylor about funding for I-Base HIV information leaflets at Wharfside. Graham has requested an invoice from i-Base to cover the £2000 support from Wharfside for their services.

## 6 Other Business

*Primary Care:* Bernard Forbes thanked Dr Walsh for his proposals to the Trust regarding Primary Care inequalities faced by patients with HIV.

*Wharfside staffing:* Angela Bailey arrives at Wharfside in mid March '09 and will begin clinics from April 1<sup>st</sup>. She will be replacing Dr Simon Portsmouth who left last year. Dr George Scullard has withdrawn his notice and will be staying on for another two years to the delight of all of his patients and colleagues. Knowledge (band7 nurse) starts at Wharfside at the beginning of April as does Chipso (band 6)

*Wharfside Services List:* This is being updated and Catherine French (Service Manager) is to action printing of leaflets.

*P.E.T- Patient Experience Tracker:* This is a computerised questionnaire for patients containing five questions regarding patient satisfaction. It is being installed at Wharfside and links directly with the Dr Foster comparison website.

**The next Wharfside Patients' Forum Meeting will be held on  
Wed Feb 25<sup>th</sup> in the Macrae Room, 2<sup>nd</sup> Floor QEQM building  
(next to Canal Restaurant) between 6-8pm**