

Wharfside Patients' Forum

Notes of meeting held on Wed 29th Oct 2009

Present: Garry Wall co-chair
Catherine French: Service Manager

Apologies: Bernard Forbes co-chair, Karl, Caroline Hart

The following items were dealt with at this meeting:

1. Notes from last meeting
2. Future of Wharfside forum
3. GP Access Steering Group – Feedback
4. Patient and Public Engagement Strategy
5. NHS Funding cuts for 2010
6. Other Business

1 Notes from last meeting

Agreed

2 Future of Wharfside Forum

The forum is appealing for more volunteers! We need to evolve and reach a wider audience and the monthly meetings are having poor attendance with one patient as representative of 2800. Patients with IT skills and knowledge, others with a design flair to advise on the new day ward layout and any patients with free time to attend subsidiary meetings and report back to the forum are urgently required and would be most welcome. The WSPF has been very successful and has been used as a model for other fora but we currently need more volunteers.

3 GP Access Steering Group – Feedback

This is a project for developing a care model to meet the Primary Care needs of people living with HIV. The group is run and facilitated by Positively Women with representatives from Imperial College Healthcare NHS Trust, Chelsea & Westminster NHS Trust, NHS Kensington and Chelsea, Westminster PCT (Primary Care Trust), London HIV Consortium, Frontline HIV Forum and Wharfside. The group are assessing the inequalities in primary care for those with HIV and researching the difficulties encountered by them. The aim is to educate and include GP's in our care and to alleviate any anxieties patients have with regard to confidentiality issues. To date some members of the group have had study visits to other centres offering good primary care and there are two focus groups planned in Dec to engage GP's and discover what barriers are faced by them. A GP Access

questionnaire will be available in Wharfside mid November and we request that patients fill this in and let us know their experiences with GP's. The information will be collated in January and fed back to the steering group in February.

4 Patient and Public Engagement Strategy

The objective of this strategy is to ensure that patients at Wharfside have appropriate information and support available to them and that any negative feedback on the Patient Satisfaction Survey (PSS) is addressed. Wharfside proactively seeks to engage the views of patients using methods currently available and there will be quarterly reports of complaints, compliments and incidents. The methods for patient feedback are: (PET) Patient Experience Tracker – these are in reception and the dayward, Suggestion Box – next to reception desk, this is regularly emptied and the contents brought to management meetings and regular patient forum meetings. Please avail of any of these methods to give feedback or suggestions for improvement when you visit the clinic.

5 NHS Funding cuts in 2010

There will be a 20% reduction in funding to the NHS in 2010 which will directly affect all services at Wharfside. Patients who are registered with a GP will be expected to utilise them more and get any non-anti retroviral prescription from them.

6 Other Business

Patient Information Leaflet: There was a complaint in the suggestion box about the outdated leaflet currently available but a new leaflet is being printed and will be available in Wharfside soon. It is NOW at the Printers!

Suggestion Box: A second complaint was about staff using the drinks machine to fill bottles and allowing the nozzles to touch the spout. Concern was expressed about contamination and hygiene. This will be investigated and addressed.

The next meeting of the Wharfside Patients' Forum will be on Wed Nov 25th 6-8pm in the Almroth Wright Meeting Room on the 5th floor of the Clarence Wing – entrance on Praed Street

Refreshments available