

Wharfside Patients' Forum

Notes of meeting held on Wednesday 25<sup>th</sup> November 2009  
at Almroth Wright Ward, St. Mary's Hospital, W2 1NY

Present: Garry Wall co-chair Bernard Forbes co-chair  
Paul Declé  
Sanna Savoleinen, THT Health Trainer  
Caroline Hart, Jefferiss Wing

Apologies Hope M Angelina N Martin Schwarz Karl H

The following items were discussed at this meeting:

1	Health Trainer Programme
2	Notes of previous meeting
3	GP Access steering group
4	Internet discussion board
5	Patient Satisfaction Survey – update on actions from 2008

1 Health Trainer programme

Sanna Savoleinen was welcomed to the meeting and gave an outline of her work having taken over from Garry Brough in the health trainer role for Wharfside. Her first sessions were to commence in the clinic shortly.

2 Notes of previous meeting

These were agreed.

3 GP Access steering group

The next meeting for this group was to be held the following evening and to include presentations from Dr John Walsh at Wharfside and Dr Laura Waters from Kobler; Bernard Garry and Paul Declé would all be attending. Paul Declé gave an outline of the questionnaire being run as a research project by the network of clinic patient groups around the country (of which Wharfside Patients' Forum is a member). The survey on patient experience with GPs is at <http://www.forum-link.org/research/gp/survey>.

4 Wharfside Patients' Forum – internet discussion board

A suggested web forum, based on an example submitted by Imperial Healthcare NHS Trust IT department, was not considered as patient friendly, or patient driven, as people were likely to want. Paul and Bernard agreed to work on introducing a different kind of forum on the WSPF website. It was hoped that more people would contribute to discussions on line and that the number of physical meetings could be reduced accordingly.

5 Patient Satisfaction Survey 2008 – action plan and next survey

The results of the action plan, including many completed actions, were circulated. Copy to be placed on website by Bernard.

Major results included the following:

- Total refurbishment of toilets on 1<sup>st</sup> floor of Jefferiss Wing
- GP access – ongoing as above
- List of Wharfside services – printers due to deliver the following day (and they did!)
- One Stop – more and more “stable” patients being moved over to nurse led care
- Difficulties with patients not receiving their results by email when they should have – this only applied to One Stop patients, but Imperial have now agreed that results for all patients can be sent by email if the patient requests it
- Text reminders for appointments – being introduced
- More evening appointments – two extra evening clinics now running
- Copying letters to patients – meetings on going as to how to ensure this happens where patients want it (and not when they don't)
- More information on drugs and treatments – a new computer was obtained for Wharfside waiting area BUT cannot be used due to security issues on the Imperial Healthcare computer network (still to be resolved).
- Pharmacy waiting times – presentation of data from and discussion with pharmacy staff showed that waits were better than the other pharmacy counters at St. Mary's.

Additionally, a couple of people had raised the issue of privacy in the day ward – this is to be addressed as part of a major refurbishment of the area.

6 Suggestion box

Nothing.

7 Date of next meeting                      Wednesday 27<sup>th</sup> January 2010