

Wharfside Patients' Forum

Notes of meeting held on Wednesday Feb 25th 2009

Present: Bernard Forbes co-chair
Frank

Garry Wall co-chair

Caroline Hart: Pathway Manager

Apologies: Philippe B, Martin Schwartz, Catherine French, David M,
Dr John Walsh

The following issues were dealt with at this meeting:

1. Notes from last meeting
2. PSS – Patient Satisfaction Survey-Action Plan
3. Wharfside waiting room - Decor
4. PEP-Post Exposure Prophylaxis
5. PET-Patient Experience Tracker
6. Other Business

1 Notes from last meeting

Agreed

2 PSS- Patient Satisfaction Survey-Action Plan update

The PSS action Plan was agreed at February's Service Meeting. The toilets at Wharfside are near completion and due to be functioning again from March 3rd. The Gents is more spacious with the dividing partition removed. Paper towels will be provided for use until the Dyson hand driers are installed and there will be a baby-changing facility in the Ladies. Any men needing a baby-changing space are recommended to use the disabled toilet on the ground floor. Complaints about the toilets have been constant on the forum surveys at Wharfside. The ground floor toilets in the Jefferiss Wing are also due for refurbishment soon.

3 Wharfside Waiting Room – Décor

The Wharfside Waiting Room is looking shabby and is to be decorated within the next few weeks. The forum was consulted on paint and flooring and unanimously decided on a pale spice colour called 'Autumn Light' for the walls from the Dulux Trade Colour Chart with white woodwork and a durable American oak effect floor covering. A new computer will be installed for patient use and Bernard and Garry will re-arrange the chairs in a more sociable format. Caroline Hart will query whether Venetian blinds will be replaced on the windows and also the future of the suggestion leaflets. One Suggestion Box is sufficient in the room where there are currently two. A request has been submitted for a larger coffee table on which to display information as the current one is inadequate. The tired houseplants have

been removed and will not be replaced as it has been difficult finding anyone to take responsibility for them. It is not very uplifting to see dead and dying plants in a hospital waiting room.

4 PEP – Post Exposure Prophylaxis

A consideration for a second PEP clinic is being mooted for one of the other HIV Treatment Centres under the Imperial umbrella such as the Hammersmith or Charing Cross Hospitals. Currently the only PEP clinic is held on Fridays at Wharfside and is very busy. Due to lack of space it is not possible to run this clinic on a second day at Wharfside.

5 PET – Patient Experience Tracker

There is now a Patient Experience Tracker at Wharfside in the Nurses Station recording patient satisfaction with the services they receive. To date 90+ patients have responded positively in the Jefferiss Wing but the trackers don't currently differentiate between Wharfside patients and those attending the GU Clinic (Genito-Urinary) downstairs. It is felt also that the tracker should be placed on a stand for patient confidentiality when completing as currently there is not enough privacy to complete objectively as some patients feel pressurised to give positive responses with staff standing nearby.

6 Other Business

I-Base Leaflets: Funding for the continued supply of I-Base information leaflets to Wharfside has now been sent through.

GP Services: Bernard Forbes is to complete and submit a research proposal to address Primary Care health inequalities faced by patients with HIV, basically a proposal for GP Services embedded in the HIV clinic. This is an ongoing issue for HIV+ patients' which needs addressing as most are let down and dissatisfied with current Primary Care.

Eye Clinic: Catherine French (Service Manager) is liaising with the Western Eye Hospital to follow up on a complaint submitted some time ago. The delay is down to the Western Eye Hospital responding and not because of efforts from anyone at Wharfside.

Positively Women Survey: The forum has been contacted by Positively Women regarding a review of services for HIV patients. The survey is for everyone and can be completed online at:

www.positivelywomen.org.uk/accesssurvey.html

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