

HIV Consortium – Meeting notes: Caroline Hart and the co-chairs of the forum regularly attend HIV Consortium meetings which deal with the evolving and developing of treatment and care for those with HIV. The information discussed is relevant to everyone having to cope with HIV in their lives and the meetings are open to patients as well as those dealing with the bureaucracy of HIV. Minutes from future meetings will be available to view on the forum website www.wharfside.org.uk/ and if anyone feels they wish to attend and participate please contact the forum for more information and dates/times of meetings.

**The next Wharfside Patients' Forum meeting will be held on
Wed April 29th in the Macrae Room, 2nd Floor QEQM building
(next to Canal restaurant) between 6-8pm**

3 Wharfside Services List

Caroline Hart informed the forum that the new HIV Consortium contract states that a '*Patient registered with an HIV out-patient service should have clear access routes for obtaining advice outside routine OP appointments. Patient should have a patient held card with out of hours contact number for their OP service/HIV Clinician*'. A card containing this information approx the size of a credit card was suggested but the forum argued that the new services list is due for re-printing and this information should be included alongside it. Garry agreed to meet with Caroline and decide a format for printing and to add website info that will be convenient for patients to use. It is considered a better option to keep all required information on one card as hopefully these numbers may only be required rarely and will also save on printing costs.

4 PSS-Patient Satisfaction Survey – Action Plan

The PSS Action Plan is to be brought along to future forum meetings to review progress on a monthly basis. This will keep the forum up to date and provide a chance for discussion as to how to proceed on matters that are difficult tackling. The new toilets were under discussion for a long time but the forum persisted in raising the matter and they are now installed and a considerable improvement on before.

5 GP Access – Reducing Health Inequalities faced by people with HIV infection (a proposal)

Bernard Forbes had written and submitted a comprehensive proposal on reducing the inequalities of service provided currently to those with HIV. These range from GP ignorance of the condition and some of the difficulties patients encounter with GPs and Dentists, to issues of confidentiality which seems a very grey area regarding divulging information to third parties. The proposal had been sent to several people at the local PCTs but had only been acknowledged by one recipient Prof Majeed (Head of Dept of Primary Care, Imperial College) The proposal is available to view on the forum website and any comments will be appreciated and considered.

6 Other Business

Condom availability: The condom containers in the day ward are being emptied quickly and more notice should be given to keeping them replenished as some patients may feel embarrassed to ask and there should also be adequate supplies of lubricant sachets. Garry spoke with Vanessa before this meeting and she agreed herself and the other day ward staff will be vigilant with this.

Wharfside Patients' Forum

Notes of meeting held on Wed Mar 25th 2009

Present: Bernard Forbes co-chair
Frank

Garry Wall co-chair

Angela Bailey: New Consultant on Wharfside
Catherine French: Service Manager
Caroline Hart: Pathway Manager

Apologies: Martin Schwartz, Dr John Walsh

The following items were dealt with at this meeting:

1. Notes from last meeting
2. Wharfside Reception Area – Décor
3. Wharfside Services List
4. PSS- Patient Satisfaction Survey – Action Plan
5. GP Access
6. Other Business

1 Notes from last meeting

Agreed

2 Wharfside Reception Area – Décor

At the previous forum meeting in February, a colour was chosen for painting the Wharfside Reception Area. A tester area was painted with the colour. Because some people objected to it Garry met with Catherine (Service Manager) and discussed an alternative which was agreed at this meeting. The cream on the corridor walls will be carried through to the waiting area with an accented wall facing the windows of 'Natural Hessian'. Wood work and reception desk painted white with 'American Oak' effect flooring.

A new computer has been installed for patient use but awaiting broadband installation and estimated to be up and running within three weeks. Seating plan of waiting area is to be re-arranged and two new high back chairs have been ordered along with a larger coffee table. Window blinds need to be removed for hygiene reasons. A new display will be placed beneath the plasma screen containing leaflets and magazines for patient use.