

## Wharfside Patients' Forum

### Notes of meeting held on Wed April 29<sup>th</sup> 2009

**Present:** Bernard Forbes co-chair  
Frank

Garry Wall co-chair

Caroline Hart: Pathway Manager

**Apologies:** Martin Schwartz, Philippe, Michael W

The following items were dealt with at this meeting:

1. Notes from last meeting
2. Patientline
3. Almroth Wright Ward-décor
4. Patient Information Leaflet
5. GP Access
6. Other Business

#### 1 Notes from last meeting

Agreed

#### 2 Patientline

This is the bedside TV and Phone service used on the wards at St Mary's. It can also be used to access the internet but patients' should be aware there are unexpected and hidden costs. A few days service costs £7 but £10 has to be paid, when you wish to extend the service the extra £3 is not deducted so if one is an in-patient for several weeks a considerable sum will have accumulated. This will be returned to you on application so don't forget to collect as there may be a time limit to do so. You will also be given an extra hour of TV and Phone for free if someone calling you is on the phone longer than five minutes. If allowed then get friends and family to call your mobile as it is very expensive for the caller to phone Patientline.

#### 3 Patient Experience

The Almroth Wright ward is looking shabby and the walls and floors are stained, Caroline Hart is to find out if it will be possible to be decorated, it has been quite some time since it was last done.

The vertical blinds on the windows at Wharfside have been removed and will not be replaced as the waiting area is not over looked and it is more pleasant to have extra light into the room. The forum is very happy with the new toilet facilities at Wharfside, they have been a long time coming and the hand air

driers should be in place soon. New high-chairs have been ordered and should be arriving within the next few weeks.

#### 4 Patient Information Leaflet

Keir Ritchie a Designer at the Press and Communications Office at Imperial submitted a prototype leaflet of services and other necessary information about Wharfside for discussion by the forum prior to being sent for printing. The forum felt that the leaflet was too big and should be A6 size for ease of storing in wallets, pockets etc. CD4 blood times should be highlighted and bullet points shown in purple. Caroline Hart is to feed back to Keir and see if he can accommodate these changes.

#### 5 GP Access

Bernard and Garry met with Professor Weber to discuss this ongoing concern along with Helen Ward from Imperial. The meeting was a success and Prof Weber suggested putting together a research bid for up to £100,000 from CHLARC – (Collaborative Academic Research Centre) and for it to be a patient led initiative. PCT's – (Primary Care Trusts) are signed up to CHLARC. It is suggested that Dr John Walsh is Clinical Lead and Caroline Hart will be Management Lead. Helen Ward is to put together the research budget which will over a 3-5 year period. The GP in Clinic will be paid for by the local PCT. 58% of Mortimer Market patients' would prefer a GP in their clinic. The bid is to be submitted by July and if successful could be operational in 2010.

#### 6 Other Business

*P4P – Patient for Patient:* It has been decided to dispense with this service due to lack of uptake and volunteers. The new Health Training Service from THT – (Terence Higgins Trust) is due to start soon at Wharfside and a part of this service will be similar to P4P. Leaflets advertising P4P are to be removed from Wharfside and Caroline Hart will recall the telephone and any records.

*Patient Views:* It has been suggested that a poster stating 'What our Patients' say about the Clinic' be displayed at Wharfside containing useful information, achievements within Wharfside and a section on patient feedback. This would be a morale booster both for staff and patients. Bernard Forbes will consider the wording for the Annual Report on 'What our patients' think about us'

*Forum Strategy/Work plan:* Another poster will be for patients to suggest future topics for discussion at forum meetings such as, Treatment Options, Clinical Trials, Health Trainers. We (the forum) will endeavour to get an expert on each matter to come along and discuss these issues.

**The next Wharfside Patients' Forum meeting will be held on Wed 24<sup>th</sup>  
June in the Macrae Room, 2<sup>nd</sup> Floor QEQM building (next to Canal  
Restaurant) between 6-8pm**