

Wharfside Patients' Forum

Notes of meeting held on Wed June 24th 2009

Present: Garry Wall co-chair
Michael W

Caroline Hart: Pathway Manager

Apologies: Bernard Forbes, Martin Schwarz, Karl

The following items were dealt with at this meeting:

1. Notes from last meeting (April)
2. Patient Experience
3. Patient Information Leaflet
4. GP Access
5. Other Business

1 Notes from last meeting

Agreed

(Due to the absence of both co-chairs and key staff there was no meeting held in May.)

2 Patient Experience

The new Dyson air hand driers are due to be installed and running before the next meeting of the WSPF in July. Still no update on the extra high chairs and other furniture (coffee table, shelf unit for leaflets) that have been ordered for Wharfside, Caroline Hart to investigate the delays and see if things can be speeded up somewhat. The plasma screen is still out of action and will be unavailable for another while as there seems to be some difficulty assessing the fault with it.

3 Patient Information Leaflet

At the last forum meeting some adjustments of scale and additional points were suggested to make this proposed leaflet user friendly. Caroline Hart spoke with the designer (Keir Ritchie) who accommodated these changes and the final draft was discussed at this meeting and agreed for printing. The THT run Health Trainer Service has been added to Services Available at Wharfside.

4 GP Access

There was no update on this for discussion at this meeting. Bernard is liaising with Helen Ward (at Imperial) regarding the application for research money from CHLARC – (Collaborative Academic Research Centre). The research bid needs to be submitted in July and CHLARC are keen to support a patient led proposal.

5 Other Business

P4P – Patient for Patient: This service is no longer operable at Wharfside. In recent months there has been less of an uptake of the service and with the introduction of the THT run Health Trainer Service which incorporates a similar type of peer support the forum decided it was no longer viable to keep this service running. The co-chair mentioned that the leaflets advertising the service were still on display in the Winston Churchill wing and Caroline Hart will remove them.

Privacy having Bloods taken: An issue has been raised regarding privacy in the day ward when bloods are being taken. At times there are too many people queuing in a small area and also the dignity of the patients on the other side of the day ward needs to be respected. This was not discussed at length during this forum meeting due to only three people attending. However it will be added to the agenda for July's meeting and the forum will invite Zoe Sheppard to come along and elaborate on the planned solution.

Clinical Trials: Dr Alan Winston will be attending next months meeting to talk about current and future clinical trials and other research matters.

Suggestion Box: There was a complaint in the box regarding the use of mobile phones in the reception area. Even though people are not challenged mobile phones are not allowed at Wharfside and out of respect to other patients waiting (some who may be feeling very unwell) would those who must use their phones please show consideration and go outside to do so.

This meeting ended early due to the co-chair feeling unwell and certain issues need a larger attendance for discussion as two patients are not representative of the patient cohort at Wharfside.

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

There will be no meeting in August