

Wharfside Patients' Forum

Notes of meeting held on Wed 29th July 2009

Present: Bernard Forbes co-chair
Martin Schwartz, Frank

Garry Wall co-chair

Amy Porter: Service Delivery Manager

Apologies: Caroline Hart, Richard M, Michael W.

The following items were dealt with at this meeting:

1. Notes from last meeting
2. Wharfside Waiting Area
3. Privacy on Dayward
4. GP Access
5. Swine Flu
6. Other Business

1 Notes from last meeting

Agreed

2 Wharfside Waiting Area

The patient PC at Wharfside is not working currently and needs re-wiring but the Plasma screen has been repaired and replaced. New high back chairs and a shelving/display unit for leaflets are being ordered (Amy Porter to follow up). The forum agreed on a colour for the chairs as a contrast to the existing ones. The new Dyson air driers have now been installed in the toilets completing those works.

3 Privacy on Dayward

Several comments were made in this years PSS (Patient Satisfaction Survey) about the Dayward, especially the lack of privacy for patients in the beds and the small waiting space for blood taking. Suggestions for privacy include putting an opaque film on the nurses' station window facing the waiting area and a screen between the chairs where bloods are taken and the beds. A new system for waiting for bloods is being considered in the hope of not congesting the Day ward at busy times.

4 GP Access

A proposal regarding GP access was made by the forum earlier this year and in April Bernard and Garry met with Professor Weber and Helen Ward from Imperial College to discuss our research proposals to get evidence to prove that the pragmatic and patient inspired approach not only produced better health outcomes but was also potentially cheaper than other options. Professor Weber was very encouraging and Ms Ward offered to put together a research budget for us to apply to the NW London CHLARC – (Collaborative Academic Research Centre) for funding.

The deadline for submitting applications was July and when contacted at the end of June Ms Ward informed the co-chairs that she had **not** put together any research budget and when queried as to why told us she was too busy and needed to focus on her PHD.

The forum remained at a loss to understand why we were not told this much earlier and also questioned why Ms Ward agreed to help with this bid in the first place knowing she had a lot of other work to complete?

The failure to get the expression of interest in to the and this is quite a setback for the forum with regard to making improvements. We had hoped to have a GP at Wharfside by 2010 but now the deadline has passed and we were unable to make an application to CHLARC due to what can only be interpreted as indifference for the forum and patients needs.

The general opinion was that this incident undermined the forum and its purpose through staff disinterest and lack of support.

The subject will be put on hold temporarily unless other potential funders can be found. This is a big setback for the forum and very disappointing as a significant amount of work had been done by patients at Wharfside and Kobler Clinic to put the existing proposal together.

5 Swine Flu

If you feel you may have Swine Flu do NOT attend Wharfside or your GP but contact the National Pandemic Flu Service on 0800 1 513 100 and they will assess your symptoms and prescribe Tamiflu if needed. Important – tell the Flu Service you have HIV at the start of the call.

Clinical guidance for patients' with HIV and Swine Flu has been issued by Dr John Walsh and there is a link from the forum website www.wharfside.org.uk to NHS Choices pages offering advice for those concerned. Anyone with a low CD4 count is susceptible to pneumonia if they get Swine Flu.

Tamiflu is available to anyone with symptoms including anyone with HIV. If you feel you may have Swine Flu do **NOT** attend Wharfside or your GP but contact the National Pandemic Flu Service on 0800 1 513 100 and they will assess your symptoms and prescribe Tamiflu if needed. If/when a vaccine becomes available patients can get this from their GPs.

6 Other Business

Patient Information Leaflet: There was no update on this due to Caroline Hart's absence from this meeting.

Mobile phones: There have been several complaints about phone usage in the waiting area at Wharfside and a message is to be put onto the plasma screen asking patients to show consideration for others and go outside for what should be private telephone conversations.

MacRae Room: Major redevelopment works are to be carried out in the MacRae room and its environs and all bookings for the room have been cancelled for the remainder of the year. A venue for future forum meetings has yet to be decided and Garry will liaise with Caroline Hart to find a suitable space. A poster indicating where meetings will be held will be placed on the notice board at Wharfside and on the forum website.

The next Wharfside Patients' Forum meeting will be held on Wed Sept 30th 2009 (Venue to be decided) between 6-8pm.

There will be NO meeting in August!