

National Spinal Injuries Centre

Service Users Committee Meeting

Monday 9th October 2006

Attending: Jackie Bailey
Moray Cook
Mike Mackenzie
Liz Puszyk
Tim Rushby-Smith
Danny Turnbull

1. Apologies : Maria Freeman, John Miller and Paul Smith

2. Welcome – The Service Users Committee welcomed Liz Puszyk and Tim Rushby-Smith to the meeting and were pleased to hear that John Miller had also agreed to be co-opted on to the committee. It was with regret that the committee acknowledged Emily Leyden's decision to stand-down from the committee, but wished her well and thanked her for all of her hard work and input into the development of the dayrooms and in particular 'Jimmy's'.

3. Minutes of the meeting held on 19th July '06 – these were approved as a true record.

4. Matters arising:-

- **4.1 Committee response to NSIC 5yr Strategy re: Clinical Delivery-** the document drafted by MC was discussed and a few amendments suggested. It was agreed that once approved by the committee the amended document be forwarded to the NISC Management Team. Whilst the committee supported the buying in of other services, i.e. Orthopaedics & Plastics the committee were concerned about the funding of such an agreement, and the limited access to Plastic Surgeons within the Trust at present. Concerns were also expressed over the timely appointment of a full-time SCI Consultant should Mr. Newton's contract expire. JB agreed to enquire if there was a restriction to the number of times Mr. Newton's contract could be renewed and how long it was envisaged he'd remain in post.
- **4.2 Meeting with Malcolm Newton-** DT and JB reported that their meeting with Malcolm Newton and David Griffiths had taken place in August. Concerns over Therapy provision at the NSIC and the effect of continual cutbacks imposed on the Trusts Therapy department that provide the service, were raised. MN acknowledged that Therapy was an integral part of SCI Rehabilitation and agreed to discuss the matter with Julia Mee, Head of Therapy, to see if there was an underlying reason why the Therapy provided at the NSIC could not come under their control and be separated from the Trusts Therapy department. The effect of Shaping Health Services on NSIC patients was also discussed and assurance was given by both MN and DG that patients under the NSIC requiring elective surgery would be provided for at Stoke Mandeville in dedicated theatre

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times and would not necessitate a move to High Wycombe, unless specialist equipment could only be provided there. Access to ITU beds, Blue Badge parking on site, replacement Sports Therapy Hall were also discussed though not all come under the remit of MN. However, MN suggested that we meet regularly to discuss these and any future matters of concern and this is in the process of being arranged. The committee also felt it would be appropriate to write to Alan Bedford, Chief Exec (Interim), offering an opportunity for him to meet with members of the committee as the original letter had been sent to Ruth Harrison when she was in post. JB agreed to draft a letter for the committee's approval.

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- **4.3 NSIC Patient Database/IMS Maxims system** - JB reported that the SDC had agreed in principal to the purchasing the IMS Maxims IT system, which would provide a complete patient database. The committee felt that one person should be allocated to maintain and update the system in order to keep it 'complete'. Various members of the committee had still not received copies of SCI News and others had received complaints about the same. The committee were concerned that patients are offered 'care for life' by the NSIC but the NSIC has no idea who their patients are or how many there are of them. JB to continue to raise the matter at SDC and with Malcolm Newton.
- **4.4 Smoke Free NHS** – JB reported that the Bucks Hospitals Trust had gone Smoke Free from the 1st October, and the Smoking Shelter in the courtyard between Jimmy's and OT had been taken away the week leading up to the ban. This had resulted in Smokers smoking wherever they liked outside the building, and as the Trust had agreed a 'lead-in' period of 2 months where no action will be taken against offenders, there was no recourse for action to deter anyone. The Governments directive had been studied for provision for long-term patients but hadn't provided any clarification as patients only became 'long-term' after 6 months. Whilst the committee recognised that a small group of patients would always disagree, they felt that as the NSIC is a "healthcare provider" it would be contradictory to agree that their patients could smoke, and felt any provision made for NSIC patients would be open to abuse by General Patients. The committee felt in order to represent the 'best interests' of patients they had to support and agree with the National Policy and hope the Trust enforced it fairly.
- **4.5 NSIC Blue Badge Car Park** – MM reported that he'd spoken to John Summers, Director of Facilities, about the car park directly outside the NSIC but had no outcome as yet. It was suggested that David Griffiths be asked if interim signs can be made until the Trust gets round to providing signage for the new PFI etc. If this wasn't possible then it was suggested Jimmy Savile be approached for funding for new signs. It was acknowledged that whilst the top Car Park could be used free of charge by NSIC patients by presenting their ticket to the NSIC Reception this was not widely known or useful after 5pm when the desk was closed and Security unavailable on the Car Park Intercom. MM to pursue
- **4.6 Patient Representation on NSIC Research Committee**– MC & T R-S agreed to attend these meetings where possible. JB to inform Tom Meagher of their contact details.
- **4.7 Invitation to Consultants** – JB informed the committee that she had issued an invitation to the Consultants to attend the meeting and had received two replies thanking the committee for the opportunity. However,

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MM

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<p>neither of them had been able to make the date. It was agreed that the invitation be offered again for future meetings.</p>	<p>JB</p>
<ul style="list-style-type: none"> • 4.8 Nurse Call system – MM told the committee that he'd heard work on the first installation of Nurse Call/Bedside facilities on St. Andrews had been delayed as no decision had been made on the type of light to be fitted, i.e. angle-poise or halogen. JB thought this had been discussed elsewhere but would take it up with David Griffiths. 	<p>JB</p>
<ul style="list-style-type: none"> • 4.9 Sports Therpay Hall – Whilst JB & DT had raised this issue with Malcolm Newton no further news had been received. JB agreed to speak to Dot Tussler, Head of Physio, about the matter as the committee felt it was imperative to get the matter resolved. 	<p>JB</p>
<p>5. Development of Rehabilitation Services. – Fiona Barr, Project Manager, had asked the committee for 'patient' feedback on various issues that have been raised within the different working groups looking at the Development of Rehabilitation services. The committee agreed to email any comments to JB by Friday 20th October.</p>	<p>ALL</p>
<p>6. Draft NSIC Inpatient Experience Survey Report – As some members of the committee had been inpatients during the period specified they reported some confusion as to who handed out the survey. JB believed the Survey was to be sent out from the Audit department within two weeks of the patient being discharged, whilst others said they'd been given theirs by Ward Clerks, Nursing staff and Reception. The committee felt that that there was nothing of surprise within the report, particularly the issue of cleanliness in the bathrooms, which is continually being raised at the Patients Forum. The committee agreed to email JB with any comments and priorities to be addressed, by Friday 20th October but welcomed the report and looked forward to hearing how the NSIC are going to deal with the issues raised.</p>	<p>ALL</p>
<p>7. Any other business –</p> <ul style="list-style-type: none"> • Out-Patient clinics - Mr. Gardner had given JB a proposal for a feasibility study in Bowel Management at the NSIC, inviting external specialists in to contribute their experience to that within the NSIC. This could then develop into specialist Bowel Clinic's for patients under the care of the NSIC. It was felt that any Specialist Clinics within the NSIC Out-Patients department for issues such as Bowel & Pain Management would be welcome. The committee also felt that Sports Injury treatment would be welcomed by the ageing population as many now suffer with upper limb deterioration and the General Hospital Out-Patients departments don't always understand how to treat long-term SCI's. The committee felt a simple survey for patients attending Out-Patient appointments could be carried out to identify need and provide an opportunity for feedback in this area too. 	

Date of Next Meeting: 4-6pm Monday 11th December '06
