

National Spinal Injuries Centre

Service Users Committee Meeting

Monday 23rd July 2007

Attending: Jackie Bailey
Moray Cook
Maria Freeman
Mike Mackenzie
Liz Puszyk
Tim Rushby-Smith
Paul Smith

David Griffiths (guest)

Apologies : John Miller, Dan Turnbull

1. **Minutes of the meeting held on 25th April '07** – these were approved as a true record.
2. **Matters arising:-**
 - **2.1 Yellow/Red Card Audit** – JB reported that the SDC in May had agreed that an audit of the Yellow/Red card incidences should be carried out.
 - **2.2 Spending of Year End Finance Agreement**– JB reported that the SDC had agreed to spend part of the approximate £225,000 on the new nurse call system for St.Patrick's, whilst the majority went towards the cost of the bathroom refurbishments.
3. **Trust Restructure & Management Changes** – JB reported that the Trust had recently restructured the Directorates into 5 Divisions. The NSIC was to remain as a Division in its own right and Dr. Jamous had been selected as Head of the Spinal Division. (Tom Meagher had announced his intention to stand down as Clinical Director at the SDC in May, when the Trust announced it would be restructuring). David Griffiths has been seconded to work with the new Deputy Ch. Exec., Nick Hulme, as Project Management Officer, with effect from 14th August and Beverly Webster is to start as locum General Manager for the NSIC on the 1st August. The committee were disappointed to hear of David and Tom's departure from the centre, but felt that representatives from the committee should arrange to meet with Dr. Jamous and Ms Webster to discuss how best we could support and work with the new management team. It was also agreed that the committee write once again to Anne Eden, Ch. Exec., and Bernard Williams, Chairman of the Trust Board, requesting an opportunity to meet with them to discuss the on-going issues of the placement of NSIC Therapies, Sports Hall Therapy area, access to Plastics, and the full-time replacement of a Spinal Surgeon.

DT

JB

4. **Update on outstanding issues-** David Griffiths joined the committee to bring them up to date on various matters

- **Adolescent/Transitional Ward** – the opening of this ward is part of the NSIC’s Cost Improvement Plan, which would need investment of approx £400,000 but which would generate a significant amount of income annually and increase the number of Therapists within the centre. However, it would necessitate the moving of the Research dept. and the Seating Clinic to alternative accommodation within the NSIC.
- **Expansion of St. Andrew’s** – currently there are 18 beds open but the centre would like to increase this to 20, but will not proceed with this until the Trust have agreed the financial input for the appropriate monitors to be put in place.
- **Redevelopment of Rehab Services** – interviews for the role of Rehab Programme Lead would take place on Friday 27th July. JB was to sit on the Interview panel and a patient was to take part in a role-play exercise.
- **IMS Maxims** - this was awaiting the final approval by the Trust, but DG felt the system should be in place within this financial year. New patients records will be kept on this system, but due to the excessive amount of existing patients records these could not be included retrospectively.
- **Yellow/Red card system** – DG outlined the frustrations with the system, getting reports in a timely manner to initiate any action. He also outlined the difficulties if staff suspect any patients to be in possession of illegal drugs as they are not allowed to search a patients belongings; Security have to be notified and they have to request the Police to attend to do a search. DG felt the relationship with the Trust Security staff & the local Police had changed over the last year to the detriment of the centre. T R-S felt it was a serious fundamental issue that the police were not prepared to attend the NSIC to address the ‘drugs’ issue and suggested that the NSIC contact the local senior Police Officer to request a better service. Due to some patients being red-carded but unable to be discharged elsewhere, the system has been revised so that now once a patient has been identified as a recipient for a ‘Red Card’ an exit strategy is put in place before the Trust Board member, primarily Nick Hulme, delivers the red-card.
- **Cystoscopy Suite** – it is hoped that now this suite is open, which allows patients to have this procedure carried out as day surgery, more beds will be available on St.Patrick’s ward for other readmission cases. DG said there was some feeling that the number of beds available for pressure sore cases should be increased but that this would have a knock on effect with the staff workload and asked the committee to give it some consideration.
- **Heberden Unit** – MC asked DG if there was any progress on this being a potential site to move Delayed Discharge patients too. DG said it was still being assessed as to how best to use the possible facility at Amersham.

ALL

The committee thanked David for all of his hard work and input into the centre and felt that his greatest achievements had included resurrecting the plans to develop the dining room, thereby providing a facility that is now open every day, all day and includes the Cybercafe, as well as having WiFi installed enabling patients on bed-rest to access the internet too. DG thanked the committee for their support too and said it was the patients’ input that made the difference.

5. Nominations for Service Users Committee:- JB reported that she had now received 5 nominations to join the committee. After some discussion it was agreed that the nominees would be invited to join the committee in January '08 when 3 of the existing members, (PS, MM & MC) would stand down. It was agreed that the committee should remain as it is until then to provide some continuity as there were so many changes within the management both at the centre and within the Trust. JB agreed to contact the nominees to discuss this with them. It was agreed that a postal vote for subsequent yearly elections could be held via the SCI News, on a similar basis to the SIA's elections. JB also informed the committee that the role of Patient Advocate & Representative was soon to be advertised and part of their role would be to sit on the committee.

JB

6. Any other business :-

- **Bathroom refurbishments** – MM(?) enquired whether any of the bathrooms would have baths in them, and were patients taught how to transfer in & out of them, as they are frequently found in 'accessible' bathrooms in hotels rather than wheel-in showers. JB said she understood each ward was having an ARJO bath installed, but would enquire whether OT still had the facilities to teach bath transfers. PS asked if Clos-o-mat had been approached about replacing the toilets on each ward as the originals had been provided free of charge. JB said she would ask Debbie Green, but questioned how often the patients were taught how to use them.
- **Changes after SCI** – the committee raised a number of issues to do with ageing, or changes, after SCI, predominantly problems with shoulders, arms & necks and felt access to a Physio for on-going treatment would help the many that live within the area. There was also concern for those patients whose condition or level changes due to a syrnx, be that 1yr or 20yrs post injury. It was felt that the implications of this weren't recognised sufficiently by staff at present, and that understanding & the option for further Rehab should be provided in order that the patient can maximise their full potential with their 'new' condition. The committee felt it was important that the NSIC didn't focus purely on new injuries and that some form of Maintenance programme should be developed to cover the needs of their 'ageing' population of patients.

JB

Date of Next Meeting: 3pm Monday 10th October '07