

National Spinal Injuries Centre

Service Users Committee Meeting

Wednesday 25th April 2007

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

Apologies : Maria Freeman, Mike Mackenzie, John Miller and Paul Smith

1. **Minutes of the meeting held on 11th December '06** – these were approved as a true record.

2. **Matters arising:-**

- **2.1 Meeting with Trust Board members**— JB informed the committee that whilst Anne Eden, Chief Executive, had been invited to attend the planned Service Users meeting on February 26th she had been unable to make the date but had taken the opportunity to attend the Patient Forum on the 12th April 07 (more to follow).
- **2.2 Smoke Free NHS** – JB informed the committee that the Trust had now decided that there would be no exemptions for the NSIC's patients and intended the No Smoking policy to remain in place for the whole site. Debbie Green has written to Sandra Hatton asking how the Trust will support the NSIC to accomplish this. The committee felt the Yellow/Red card system should only be used in extreme cases of violation.
- **2.3 NSIC Blue Badge Car Park**- This matter had been raised again at the Patient Forum on 12th April and David Griffiths had agreed to take the matter up with John Summers.

3. **Other matters arising from SDC (25/4/07):-**

- **3a- Heberden Unit**- JB reported that David Griffiths and Debbie Green were to visit the Heberden Unit at Amersham Hospital to explore the possibility of using up to 5 beds there for Delayed Discharge patients. (The NSIC currently has 17 delayed discharge patients). MC knows the unit well as he works there and felt it would be an appropriate placement for some of the centre's patients.
- **3b - Yellow/Red card policy** – JB reported that the inadequacies of the Yellow/Red card system had cropped up several times throughout the SDC meeting. The committee were dismayed to hear that there appeared to be another rise in patients exhibiting abusive behaviour and feared for the safety and well-being of the other patients. JB reported the managements frustrations that the Trusts Security and the local Police did not respond when their support and interaction was requested. The committee felt it appropriate to ask the Management

Team for more information about the types of incidents that incur Yellow and Red Cards, and the numbers involved, in order that they can fully represent all patients under the care of the NSIC.

- **3c –Transition from Rehabilitation to Reintegration-** JB outlined the debate held at the last two SDC meetings over whether ‘identified as possible’ delayed discharge patients should be sent back to their referring hospital once they’d completed their phase on the Rehabilitation wards (St. George’s & St. David’s) before they moved on to the Reintegration ward (St. Joseph’s), bringing them back to complete this phase once their housing issues were resolved, or whether patients should be allowed to complete the whole Rehab/Reintegration programme before being returned to their referring or local hospital. It had been agreed at the SDC meeting immediately prior to the Service Users meeting that the later scenario was the better option, using local hospitals, nursing homes, even B&B’s or Hotels if the relevant Housing Authority agreed to fund it. However, the Service Users committee felt that this was a less than ideal solution and would much prefer to see patients kept under the care of the NSIC until they could be safely discharged home. They did recognise the frustrations though when patients refused to move on for apparently trivial reasons and agreed that, whilst it was not ideal, if the patient agreed to the move to the interim placement then this process should go ahead. There was some concern that the support provided within the NSIC to the patients and their family to pursue the Social Services and Housing Authorities would be lost, but LP explained that very often those authorities didn’t feel an urgency to place the patients whilst under the care of the NSIC but once they were under their Local Authorities domain the urgency was recognised to find them a proper placement.

4. **Patient Forum 12th April ’07** – MM & DT had been able to attend this forum and JB reported that David Griffiths, Debbie Green, Dot Tussler and Michelle Clark had all reported to the SDC meeting that they had found this new format, focusing on one particular issue, much more constructive. It was particularly useful to have the topic of Therapy provision raised when Anne Eden was present, and the patients that attended were particularly eloquent and raised the issues of concern in a non-confrontational way, which allowed for better discussion. The worrying matter of re-provision of the Sports Therapy Hall in the second phase of redevelopment was raised and Anne Eden had agreed to take this to the next PFI meeting. In light of this, and the on-going issue of Spinal Therapies still being outside of the control of the NSIC, the committee felt it appropriate to contact Ms Eden again to invite her to meet with them for further discussion. (The committee also noted the excellent format of the Patient Forum minutes including Q&A’s – JB to pass on appreciation) The next Forum is to be held on Thursday 14th June and will ‘Focus on Food’, where it is hoped a dietician, John Summers (Director of Facilities & Estates) and Maria Syphas (Sodexo) will attend.

5. **Research Group** – T R-S reported back from the last Research Group meeting, including outlined projects, funding and the changes in funding for research through the NHS.

- The Group had agreed to raise the profile of the NSIC Research Programme around the centre and T R-S was looking to produce some posters for display.
 - The Research department are now holding regular monthly meetings after 5pm, which were open to all interested parties. The committee asked that Maureen Coggrave be asked to let members of the Service Users Committee know of the dates in advance, if possible, as members were interested in attending.
 - T R-S outlined the proposal to build a Research Institute, in conjunction with Medicinema, which would have the potential to add a third floor for local companies interested in developing Assistive Technology. The Institute would be outside of the NHS and as such would require considerable fund-raising, but the Trust has agreed to it being built on a piece of land to the right of St.David's ward. The Service Users committee felt it was very appropriate to be involved with this development and felt it would help to highlight the NSIC and the good work it does.
6. **Any other business :-**
- **Adolescent Unit** - In view of the Research Institute being built, which will house the staff currently situated in offices between St. David's & St. Francis wards, it has been suggested that these offices be redeveloped into an Adolescent Unit for possibly three 16-19yr olds. The committee felt this was an excellent idea.
 - **Cystoscopy Suite** – JB informed the committee that the new suite would be in operation from 14th May for three sessions per week, with staffing provided through day-surgery. Mr. Derry had agreed to another session per week in order to clear the backlog, which he hoped to achieve within 9 months.
 - **Year End Finance** – JB reported that the NSIC's year-end position was a positive balance of £455, 451 and under the Trust's agreement the NSIC should be allowed approximately £225,000 to spend against capital projects. Discussion had taken place at the SDC meeting as to how to spend this money and it was felt that the majority of it should be spent on the continuing refurbishment of all bathrooms with approx. £25,000 going towards the installation of new bedside facilities on St.Patrick's ward. (St. Andrews had cost £30,000). The committee agreed that Bathrooms and bedside facilities were priority but felt that patients could be balloted for future ideas. Other suggestions put forward by the committee were the re-landscaping of the outside areas and provision of more tables & chairs for the courtyards. JB to feedback.

JB

JB

Date of Next Meeting: 3pm Wednesday 20th June '07