

## STOKE MANDEVILLE HOSPITAL NATIONAL SPINAL INJURIES CENTRE

Minutes of the Patient Forum  
held on Wednesday 8<sup>th</sup> October 2003 at 6.30 pm in the NSIC Dining Room

Present: Tom Meagher (Chair)      David Griffiths  
          Godfrey Clements         Debbie Green  
          13 Patients

- |   |                      |
|---|----------------------|
|   | <b><u>ACTION</u></b> |
| 1. TM welcomed David Griffiths, General Manager of the NSIC, and Godfrey Clements from Discharge Co-ordination.   |                      |
| 2. The minutes of the previous meeting held on 10 <sup>th</sup> September 2003 were approved. TM apologised that these had not appeared as yet on the SIA website – this would be remedied.   |                      |
| <b><u>ACTION</u></b> TM to remedy.  | TM                   |
| 3. <u>Information Folder</u> – GC explained that there was an amount of patient relevant information held in different sources and sites throughout the Centre. He proposed that patients should be involved in feeding back what information might be held within the folder. There were requirements for a folder for newly injured patients, and separate information held within a separate source for eg patients who are readmitted. He had a draft, which was tabled, of suggestions from a recent injured patient as to what information should be available to those newly admitted to the Centre. It was proposed that this list be given to Jackie Bailey who would take suggestions from patients and return this for the next meeting. It was also suggested that an individual leaflet be given to each patient on arrival detailing their Consultant, Named Nurse, Ward Sister and telephone numbers of the ward. ?Translation |                      |
| <b><u>ACTION</u></b> Jackie Bailey to consult with other patients and feed back to Godfrey Clements for the November meeting.   | J Bailey             |
| 4. <u>Dining Room Proposals</u> – DGri presented a plan, which had been previously drafted, for the development of the dining room. This included an internet facility, in a small room where the drinks dispensing machines are currently sited, a refurbished dining area and a separate TV/cinema area. A later phase would be the enclosure of the courtyard into a conservatory area and children's play area. He explained that it was proposed to go ahead with these developments in a phased manner, to incorporate the internet facility and a dining area and TV/cinema area in the first phase. He hoped that this might be achieved by 1 <sup>st</sup> April 2004. He was in discussions with a catering firm to provide hot and cold snacks, but this would still leave existing hospital catering to provide lunchtime and evening meals.  |                      |
| <b><u>ACTION</u></b> DGri to feed back to Patient Forum on progress.  | DGri                 |
| 5. <u>Changing frequency of Patient Forum</u> – TM proposed that meetings from January would be bi-monthly rather than every month. This would allow  |                      |

sufficient time to make real progress on undertakings from the meetings and, also address a current problem for the Executives within the Centre that there were currently so many meetings it left little time to enact many solutions. This was agreed.

6. Dining Room Chairs – There was frustration that despite the removal of 20 chairs there was still clustering of chairs around tables causing problems with wheelchair access to tables. After much discussion it was suggested that a further 10 chairs would be removed.

**ACTION** DGri to consider

DGri

7. Patient Line – The planned meeting for last month for Patient Line had not materialised and so there was no further update on the proposed charges for patients at the Centre. Mr Summers, from Estates, had explained that he still thought that there were opportunities for a good deal for patients in the Centre to be made with Patient Line. An audit of TVs in the Centre had been made and a total of 22 TVs needed replacing. It was hoped that these may be available by Christmas.

8. Poor TV Reception – It was commented that a number of TVs had poor reception within the Centre. This is apparently due to interference from cables lying adjacent to the aerial cable within the roof space. A suggestion was made that there was a trial of an aerial signal booster made on one or two TVs to see if this improves the matter.

**ACTION** DGri to action this.

DGri

9. Access to the Stadium – TM had discussed this with Mr Summers, from Estates, who explained that the old access to the Stadium had been moved due to a problem with vandals on both sides making their escape to eg the Guttman Centre. This had been significantly reduced with moving the access to the gate. It was suggested that this be better signposted, and also possible incorporated within one of the new information folders.

**ACTION** DGri to arrange

DGri

10. Call Buttons – It was noted that this was a problem only in the MRSA bay at the end of St David ward.

**ACTION** DGre to contact electricians to get the light moved.

DGre

11. Reconfiguration – This had taken place on 4<sup>th</sup> October and had gone relatively smoothly. Ray Fields commented that he had spoken to many patients and they were impressed with the smoothness of the operation. It was also widely appreciated how hard the staff had worked in achieving this operation. TM expressed the Centre's thanks for this.

12. Height of Toilets/Shower Chairs - An inventory had been taken on all the wards of toilet heights. The vast majority were able to accommodate shower chairs, but this factor would be taken into account in any future bathroom updates.

13. User Involvement Structure – Jackie Bailey explained that a group of patients had met including recently injured patients and patients who had been attending the Centre for a many years to draft up a terms of reference for a user group. This was still in a draft format but as soon as it was completed, it would be forwarded to the Management of the NSIC.

She would continue to represent patients by attending the Spinal Directorate Meeting.

**ACTION** Jackie Bailey to forward terms of reference to NSIC Management. J Bailey

14. MRSA – Many patients were uncertain as to whether they were at risk from patients with MRSA being free to use the general facilities within the Centre. TM explained that unless patients were quarantined they were not a risk, but he would clarify this point at a later meeting.

**ACTION** TM to feedback to next meeting. TM

15. Delays in Consultant Letters – It was noted that several patients had complained on very significant delays in letters to various agencies. These had been promised within a short time period were taking up to a year.

**ACTION** TM would bring this up with the SDC TM

16. Patient attendance at independent living/NADEX – It was asked whether it might be possible for patients to attend these displays as there was a lot of practical information they would gain as to what aids were available to them in the market.

**ACTION** DGri to discuss with OT DGri

17. Potholes adjacent to the double doors leading to the post graduate centre - These were causing significant problems to wheelchair users and caused at least 2 patients to fall over. It was noted that a small amount of tarmac would avoid serious accidents.

**ACTION** DGri to action DGri

18. Christmas Activities – It was asked whether there were any arrangements for Christmas celebrations. There was also a request - might it be possible to have transport from the Centre to go shopping.

**ACTION** NSIC to consider for next meeting ALL

19. Bins on the wards – It was noted that there were still some small bins on many of the wards, and that some of the larger bin replacements were pedal bins which caused some of the patients problems in accessing the bins.

**ACTION** DGre to review DGre

Date of next meeting: Wednesday 12<sup>th</sup> November 2003 at 6.30 pm in NSIC Dining Room