

**STOKE MANDEVILLE HOSPITAL
NATIONAL SPINAL INJURIES CENTRE**

Minutes of the Patient Forum
held on Wednesday 11th June 2003 in the Dining Room, NSIC

Present: Dr Tom Meagher, Clinical Director (Chair)
Mrs Jacky Sherman, Project Director/General Manager
Stuart Moysey, Catering Department
Inpatients and Outpatients from the NSIC

1. **Matters arising**

Hospital Food

Mr Moysey from the Catering Department attended for this item. Patients asked why there was variability between institutions in the quality of the food – some remarked that some London hospitals had a significantly higher quality of food. Mr Moysey that the particular hospital in question was on the new Government Food Programme and hence qualified for a higher budget. He explained that the current budget at SMH was £3.00 per patient per day. In response to the previous request for a more substantive meal at the end of the day and a lighter meal at lunchtime to allow patients to partake in physio and other physical activities – he thought this was reasonable and achievable. A patient complained to Mr Moysey about the quality of children’s food. Mr Moysey acknowledged this indicating the children’s menu were very dated. There was a request that the evening meal be pushed to a later time from the current timing of 5.30 pm. This was extremely early and meant that many patients became hungry in the later evening when nothing was available. There was general support for this suggestion and it was felt that approximately 6.30 pm would be better timing. Mr Moysey would look into this suggestion and its practicalities.

ACTION – Dr Meagher to liaise with Mr Moysey and feed back to the next meeting.

ACTION

TM/SM

2. **Dining Room Project**

Mrs Sherman explained that Sir Jimmy Savile had arranged for the kitchen to be cleared out (it was no longer a store) in preparation for refurbishing the dining room. He was liaising with a number of companies to see if they would run the dining room. It was pointed out from the floor that a considerable amount of work had been put into the design with plans had been drawn up some years previously - was this work being repeated? TM explained that, to the best of his knowledge, this was not the case and existent plans would be used.

ACTION – An updated report would be given to the next meeting as to progress.

3. **Evening and Weekend Activities**

Mrs Sherman had arranged for a small group to look at what new activities could be started within the Centre. She hoped that a patient volunteer might become part of this group. A comment from the floor indicated that there were many local volunteers who would be very happy to give some time inputting into this idea.

ACTION – When a Patient Executive Group is formed, they should be asked to nominate a patient representative for this group.

4. **NSIC Reconfiguration**

Dr Meagher explained that in its current configuration the NSIC was unable to meet some of its obligations. For example, admitting acutely injured patients within 24 hours. A current proposal for changing the layout of the unit with wards reallocated along the patient pathway, eg acutely injured patients in one area, rehabilitation patients in another area and readmissions on a different ward, rather than having individual wards for individual Doctors. He explained that there was a natural concern amongst many staff at this time and that it was a difficult period for the Centre. The general consensus from the floor was that this was a good idea. Mrs Sherman emphasised that the plans included sufficient beds for readmissions.

5. **Structure of Patient Involvement**

Dr Meagher explained that he had written to the SIA asking what help was developing a formal patient group who would represent the NSIC, and who could act as a point of contact for the Executive within the NSIC. There would need to be some formal arrangements around this group who would need to be representative. It was also proposed that a member of this group would attend the monthly Spinal Directorate Committee meetings, which forms unit policy, and could contribute to this. Paul Smith, Chief Executive of the SIA, was currently away but would hopefully respond before the next patient forum.

6. **General Works within the NSIC**

A number of complaints were made about the lack of attention to small repairs, and replacement items. Various patients complained about shortages of basic equipment such as shower trolley pillows and lack of attention to minor repairs.

ACTION – Mrs Sherman to feed back to Ward Sisters.

Date of next Patient Forum – Wednesday 9th July 2003 at 6.30 pm in the NSIC dining room.