

STOKE MANDEVILLE HOSPITAL
NATIONAL SPINAL INJURIES CENTRE

PATIENTS' FORUM

Notes of meeting held on Thursday 13th April 2006
at 4.00pm in the Patient Education Rom

Present: Sr Debbie Green – DGe (Head Nurse [Matron])
Mr David Griffiths – DGi (General Manager) joined at 5.00pm
Dr Tom Meagher – TM (Clinical Director)
Maria Syphas – MS (Catering - Sodexo)
8 Patients

ACTION

1.0 Matters Arising from Meeting of 9th February 2006

- 1.1 *Full Length Mirror on St George's* – This is now in place.
- 1.2 *Ward Security* – David Griffiths had discussed ward security and requested new arrangements for securing doors and also new chains for wheelchairs. Still awaiting an action on this.
- 1.3 *Automatic Door to Smoking Shelter Courtyard* – This is now in place although the adaptor door release has not been fitted. This is due to be fitted on Thursday 20th April.
- 2.4 *Jimmy's Opening Hours* – Security continue to close the facility at 9.00pm. It was noted that the numbers using Jimmy's after 8.30pm were very low – some concern was expressed by the Management Team that if it was left open until 10.00pm there was a potential that as in the past it might be used for illicit purpose late in the evening and also may be subject to vandalism. The issue would be discussed with security again.
- 1.5 *Pharmacy Delays* – A formal response was received from pharmacy to the problems within the NSIC but no solution was proposed. Dr Meagher had arranged to meet with Mr Quinn, Head of Pharmacy, in the next two weeks.
- 1.6 *Spinal Surgery* – Mr Denis Newton, an experienced spinal surgeon, had started as a locum replacement for Mr Kluger. In addition an agreement had been reached with the Department of Orthopaedic Surgery to improve access to spinal surgery. The Trust had not yet advertised the substantive replacement post.

DGi

2.0 Service Users Committee

Jackie Bailey presented on behalf of the Committee. The Committee had discussed in detail the spinal surgical post with Dr Meagher and expressed their serious concern on the delay of a substantive post and their opinion that the post holder should have substantive experience in spinal cord injury surgery.

The second edition of SCI News had been circulated – one of the issues this had highlighted was the accuracy of the database of names and addresses for patients who had attended the Centre.

Parking – Concern was expressed that with the opening of the new build parking currently designated for spinal cord injured patients would be used by any patients with a disability which would mean spinal cord injured patients having to park a long way from the Centre. A suggestion was to have designated NSIC badges.
Action: David Griffiths to discuss with Sodexo.

DGi

The committee are looking to recruit 3 new members through SCI News.

3.0 Food Issues

There was a significant improvement in the soup, rolls and sandwiches and appreciation was expressed.

A problem with menus was highlighted – the sandwich menu did not always reflect the sandwiches available. This was acknowledged and would be looked into. It was also pointed out that a new sandwich provision company would commence in August. It was unclear as to the extent of range that would be provided.

Provision of Drinks at Breakfast – The hot drink was not always provided in a timely fashion at breakfast. There was also lack of clarity as to whose responsibility it was to provide a service at breakfast and frequently it was nursing staff who ended up doing this. **Action: Debbie Green**

DGe

4.0 Role of Domestic Staff

Concern was expressed by several patients that domestic staff on some of the wards were frequently resting and not always engaged in duties.

DGe

The housekeepers were commended.

5.0 Cleaning Courtyards and Around NSIC

Though in general cleaning inside the building was better, there was a significant amount of rubbish in the courtyards and outside the building. Debbie Green commented that it had been hoped to have somebody to tidy the outside areas and there was a significant problem in the Trust following the illness/resignation of the grounds man for the Trust. This would be looked into.

6.0 General Patients on Spinal Wards

A number of patients expressed concern at the level of bed occupancy of general patients on spinal wards. It was commented that the situation placed stress both on the general patients within the spinal injuries environment and also placed additional burden on the spinal nursing staff.

7.0 Day Rooms

A patient had been explained that it was against the policy of the Centre for beds to be placed within the day rooms. DGi assured them that there was no such policy. This would be brought up at the nursing meeting.

DGi

Blinds and tables to be ordered for the dayrooms.

8.0 Wards

8.1 *St Joseph*

- Hand towel dispenser needs moving.
- Shower Trolley – it was commented that these were in a particularly poor state of repair.

8.2 *St Patrick*

There was a problem with the taps in the washrooms.

9.0 Therapies

Concern was expressed at the level of therapy provision – in particular physiotherapy at present. It was commented that all services were subject to a cut of 5% in the current pressures on the NHS. TM commented that the management of therapies was not within the NSIC but he hoped to be meeting with the therapies management in the near future.

10.0 Visitors Hours

Concern was expressed by a patient on the freedoms around visiting hours. After

discussion the balance of the discussion was more in favour of relatively unrestricted visiting as many families had to visit from a long way.

11.0 Any Other Business

11.1 The Trust Smoke Free Policy was discussed.

11.2 A Patient post discharge Survey was now in place.

11.3 Patient information for re-admission patients needs checking.

11.4 Holistic Therapies may be available via Voluntary Services.

11.5 SIA Helpline – member c/o cleanliness of public toilets in NSIC.

11.6 Patient Education – As MRSA positive patients are unable to access sessions due to their therapy sessions a trial of different times is to be undertaken from May

11.7 Patient Forum Minutes – not on website. Service Users Committee minutes also to go on.

11.8 Wheelchair accessible accommodation (4 cottages) available in Ivinghoe.

11.0 Date of Next Meeting

Thursday 15th June 2006 at 4.00pm in Patient Education Room.

**Sr
Green
JB**

DGi