

**STOKE MANDEVILLE HOSPITAL
NATIONAL SPINAL INJURIES CENTRE**

PATIENTS' FORUM

**Notes of meeting held on Thursday 13th December 2007
in the NSIC Patient Education Room from 4pm to 5.30pm**

Present: Jackie Bailey (Patient Liaison Officer) [JB] - Chair
 Lindsay Dutton (Patient Education Co-ordinator)
 Debbie Green (Divisional Lead Nurse) [DG]
 Claire Guy (Rehabilitation Programme Lead) [CG]
 Beverly Webster (Divisional Manager) [BW]
 5 In-patients
 Invited Guests:-
 John Summers (Director of Facilities & Estates) [JS]
 Brian Freeman (Acting Head of Facilities Management) [BF]

ACTION

Introduction

JB welcomed Claire Guy as the new Rehab Programme Lead and John Summers and Brian Freeman from the Trusts Facilities & Estates department.

1.0 Apologies No apologies received.

2.0 Minutes of the Meeting of 11th October 2007

Notes were accepted as a true record.

3.0 Matters Arising

3.1 Hydrotherapy and Physiotherapy

JB reported on behalf of Dot Tussler that patients were now given a set number of sessions which were delivered during their time at the NSIC, even if they became Delayed Discharge's before completing their allocation.

3.2 Water Chillers

JB reported that the water chillers on St. David's and opposite the Patient Education room were now working correctly and properly equipped.

3.3 Rules of the NSIC

Matters of patient behaviour and adherence to the Rules of Conduct within the NSIC were discussed and several patients said that they weren't aware of the centre's policies regarding Alcohol, Non-prescribed Drugs and Abusive Behaviour. JB outlined the reasons for having the policies in place and it was agreed that these should be highlighted to all new patients. A reported incident of theft had been caught on CCTV in the Reception area which was being dealt with. BW confirmed that all patient related incidents were being monitored.

**JB/DG/
BW**

3.4 **Catering issues**

BW confirmed that the new Sodexho salad bar for Jimmy's should be arriving on the 17th December '07. Mrs Webster has also asked Sodexho to consider a voucher system for patients to use in the Conviva Restaurant.

BW

4.0 **Facilities and Estates**

- *Sports Therapy Hall* – JS outlined the plans for the new Phase 2 Development of the Stoke Mandeville site which will predominantly provide clinical services. Consequently the provision of a replacement Sports Therapy area (to replace the old Archery room) does not fit particularly well into the existing plans for the new building. There had been some thought that NSIC patients could use the facilities at the Guttman Sports Centre but it was now agreed that this wasn't a viable proposition. Other ideas to find a suitable area included enclosing one of the existing courtyards or looking at the potential to build another level on top of the existing Spinal Gym. CG suggested that this could potentially be used as a fitness facility for staff too, and patients suggested that the area could contain a ten-pin bowling facility. JS confirmed that the NSIC Service Users Committee would be involved with regard to patient input in the new build.
- *Hospital Signage*– BF reported that a special signage company would be reviewing the needs of the whole site in the New Year as part of an 18 month on-going project.
- *Car Parking* – JS reported that the new building work would commence in the New Year on the raised car-parking area outside of the NSIC. (This will include the 8 disabled spaces at the top of the ramp.) Consequently patients and visitors will have to use the current staff car parking area near the Ophthalmology ward, and staff will be provided with a temporary car-parking area elsewhere. JS is currently conducting a feasibility study for the Trust to provide more car-parking spaces at both High Wycombe and Stoke Mandeville sites. Both JS & BF acknowledged car parking will be an issue for the foreseeable future but hope to resolve it over time.
- *Conservatory* – JB reported that it was hoped a conservatory could be added on to the side of 'Jimmy's', however, there is some confusion as to whether the land is under the remit of the PFI or the Trust. BW & BF will continue to liaise about this.
- *Catering* – JS reported that Sodexho now has a new chef and felt it would benefit them to come and meet with patients at the NSIC to discuss menu rotations etc. as many are long-term patients. JB to follow up.

BW/BF

JB

JS asked patients and staff to let Lynne Fletcher at Facilities & Estates know if noise from the redevelopment building work caused any disruption or upset.

5.0 **Redevelopment of Rehabilitation Services/CARF Update**

CG outlined the development of the Rehab services and explained the benefit of attaining CARF accreditation for the NSIC and its patients. The new model of Case Management teams will mean that patients will be under the care of a dedicated team covering all disciplines and will be ward based. This will mean that some patients may have to move to another ward over the next few weeks, depending on which team their care is under:-

- St. David's = Mr. Gardner, Dr. Graham & Mr. Newton
- St. George's = Dr. Jamous & Mr. Derry

The changes are due to take place on the weekend of the 5/6th January and new patients are already being aligned into the correct ward. CG stated that letters would be sent to all patients and offered to meet with patients to discuss this in

more detail. BW suggested that some patient information workshops be set up. JB agreed to arrange these.

JB

6.0 Any Other Business

6.1 Appropriate staffing levels –

- Female patients from St. George's complained that there had recently been occasions when there had been no female staff on night duty, or only one on the vent bay who was reluctant to assist them. They were also aware that similar problems had arisen on St. David's ward, which had caused a lot of distress for some of the female patients. DG agreed to look into appropriate staffing for night shifts.

DG

- ### 6.2
- Patients and their relatives had complained that there had been chronic staff shortages recently resulting in patients being put to bed at 1am. DG acknowledged that the last 2 weeks had been particularly difficult, primarily due to sickness and a change of Trust policy regarding overtime. DG outlined the number of posts currently out to advert and the number of new HCA's just appointed and stated that this recruitment drive was an on-going procedure for the NSIC.

- ### 6.3
- Patients asked if the Drug charts had to be sent to Pharmacy for the TTo's to be made up as it often meant that their drugs were not able to be dispensed on the wards when they needed them. This was a particular concern when patients were left in pain for many hours waiting for the drug charts to be returned. BW suggested that Pharmacy be asked to attend the next Patient Forum to respond to patients concerns. JB agreed to contact Jayne Ballinger in Pharmacy.

JB

7.0 Comments and Suggestions

The following comments and suggestions were received:-

- To refurbish the toilets in the Reception area, using sensor controls where possible and easier access doors – *this is currently under review*
- A relative raised the issue of staff attitude and lack of appropriate equipment to manage diabetes – *DG to look into*
- Lack of access to staff able to provide passwords and support for Cyber-café – *BW reported that the Voluntary Services were currently looking for volunteers to provide such a service*

BW

DG

7.0 Topic for Next Meeting

Jayne Ballinger from Pharmacy to be asked to attend

JB

8.0 Date and Time of Next Meeting

Thursday 14th February at 4pm Patient Education Room.