

Notes-CBUG MEETING

Tuesday 16th January 2018 10.30am-1.00pm

St Pancras Hospital

1. Welcome and apologies

Present: Pat, Dan (VA), Bala, Bhavan, Kareem, Carmen, Noz, Joanna, Meme, Nicky
Guest Speaker David Wilmot (interim Deputy Director of Nursing)

Apologies: Kieran, Emil, Bev

2. Who will Chair and take minutes

Pat chaired Dan and Bala took minutes

3. Minutes December CBUG meeting from

Minutes from CBUG meeting 19th December were not available.

4. Update on Patients Council Monday 15th January

Computers have been replaced by iPads on the wards for patients to use to minimize ligature risk. An incident on Ruby ward with a patient was dealt with safely, alarm could be heard on the other wards. Shower rooms on Rosewood and Laffan not working properly. E-cigarettes are slowly being accepted by patients on Sunderland. Topaz is now a male ward. Kareem who is a patient on Topaz reported a fight between two men took place on the ward, a pane of glass was broken and one of the men passed out. This occurred on 15th January 2018.

5. David Wilmot: New service user group & CQC inspection update

New group

David talked about setting up a Pancras User Forum (PUF), it would be run along the same lines as Highgate User-group Forum (HUF) at the Highgate hospital. HUF meets every 2-3 months it is a forum that is attended by patients from the wards as well as staff to talk about how the services are provided and how they could be improved. There would be reports from the meetings raising any concerns which would be sent to the appropriate governing bodies.

It was proposed that the meetings would take place on Wednesday afternoons at 2-4. David will meet with Romano to sort out the practicalities like booking the room sending out notices etc.

Care Quality Commission (CQC)

They have finished their report, it will be available to the Trust in February for comment before it gets published in March. Action plans will be developed concerning safe guarding;

checking fridge temps to ensure medication is kept correctly, check dates once medication is opened.

Section 136: police power of arrest. The Wittington hospital will be inspected in mid-February after the refurbishment has been completed on the mental Health ward. Dedicated nurses for MH must be distinguishable from regular nurses, bright name badges were suggested so that they do not get called away to other departments leaving the mental health ward short staffed. CQC reported on an incident at the Royal Free Hospital, a security guard was asked to observe while a patient was brought in by the police, this should not be happening a trained nurse or observer should have been present. Wittington, UCLH and the Royal Free need to have trained nurses present during a 136 section.

The initial feedback shows that the Trust have made a big improvement since last time. There will hopefully not be any “must do” points in their report, only “should dos”. In future the CQC will only give 2 days’ notice before a visit, not 6 months.

David asked for his email address to be shared with the minutes:

David.Wilmott@Candi.nhs.uk

6. Service User Alliance, Acute Division Quality Forum

Freddy (consultant psychiatrist) stated in a memo that service user feedback forms (friends and family test) given to patients near their discharge date are not being filled out or returned. We need to encourage patients to fill out these forms as they fundamental in finding how we can improve our services. It was suggested that Patients Council during ward rounds ask staff and patients to do this where appropriate.

7. Voiceability budget reduction

Dan told the meeting that Voiceability budget will be cut by 12% in April. Voiceability currently receives funding from Public Health England (PHE) and the Clinical Commissioning Group (CCG) a total of £118’000. The CCG is withdrawing its funding of £14’000 leaving a budget of £100,000 (VoiceAbility are seeking clarity about the £4’000 shortfall).

Dan presented the main CBUG activities and asked CBUG members to rank them in order of importance. The results are as follows:-

2018 CBUG Priorities	
CBUG monthly forum	2,2,2,2,3,2
Patients Council	1,1,1,1,1,1
Hub drop-in	4,5,5,3,4,3
CBUG website and newsletter	5,4,3,4,2,4
Outings and parties (eg Xmas gifts)	3,6,6,5,6,6
Tendering, contract monitoring & interview panels	6,3,4,6,5,5

Another area where Voiceability is considering saving money is by making some staffing changes including not replacing a member of staff who recently left.

CBUG members suggested streamlining existing services rather than cutting anything. For example by holding CBUG every 6 weeks instead of every month and by combining the xmas visit to wards with the Patients Council visit that month. They also suggested asking providers to run their own service user involvement activities in future.

8. AOB

Clinical Record Interactive Search (CRIS) have had patient medical records made available to them, although the records have been anonymised we need to find out more about the data protection policy in the trust.

9. Speaker for following month

Dan will invite Freddy (Consultant Psychiatrist)