

Frimley Park Disabled Patient and Carers Forum

Minutes of meeting of September 4th 2018

Seminar Room 2 Post Grad Education Centre, Frimley Park Hospital

NB: Those present at this meeting should be aware that their names will be listed in the notes of the meeting which may be released to members of the public on request.

Frimley Park Group		
Trust Staff		
Najeeb Rehman	Equality and Diversity Manager	Present
Lydia Cattell	Physiotherapist	Present
Felicity Knaption	Staff Nurse - Recovery	Present
Deborah Rogers	Equalities Officer	Apologies
Patient / Carers		
		Present
		Present
		Present
		Present
		Present
		Present
External Stakeholders		
		Present
BSL Interpreters		
		Present
		Present
		Present

Minutes taken by Najeeb Rehman, Group Chair

1.	Apologies As above.	
2.	Minutes of previous meeting NR went over the actions from the joint meeting in June: A leaflet had been jointly produced by the MacMillan Centre Manager and the member of the Wexham Group, Georgina McMasters. The patient video produced by Healthwatch Hampshire will be circulated to relevant Committees in the Trust, in order to make changes in relevant processes. The Discharge Checklist produced by Healthwatch Surrey has been shared with the Head of Patient Experience and will be used to inform discharge planning in the Trust. The Trust now has 60 Learning Disability Champions in place. A changing Places room has been marked in on the plans for the new hospital at Heatherwood. It will be on the ground floor near the main entrance.	ACTION

3.	<p>Our Hands Tied Report</p> <p>█████ stated that Department of Health stated that they expected Clinical Commissioning Groups to monitor the following outcomes:</p> <ul style="list-style-type: none"> • Reduced communication difficulties • Proportion of patients reporting hearing intervention has helped • Proportion of patients continuing with their choice of hearing aid and or other intervention(s) • Service user satisfaction with their choice of intervention • Improved quality of life <p>The Accessible Information Standard is a specific duty on NHS organisations to implement.</p> <p>█████ then detailed the Accessible Information Standard Change Paper which states the following:</p> <ul style="list-style-type: none"> • Supporting mental health service users with communication needs • The use of email to communicate with patients/service users • Website accessibility • Flagging requirements/the definition of 'highly visible' • Recording of needs in non-coded systems <p>NHS organisations would also need to think about how they make complaints procedure and information about it accessible to people with sensory impairments.</p> <p>Staff Training and Accountability</p> <p>The report focuses on staff training as being an important part of delivering better outcomes for patients. Accessibility of information in different formats is essential for patients with sensory impairments and those patients with Learning Disabilities. In addition, supporting people with sensory impairments at meetings.</p> <p>█████ then covered some of the activity that Healthwatch Hampshire are involved in:</p> <ul style="list-style-type: none"> • Communication Needs card pilot • d/Deaf and disability awareness training • Working with Frimley Park Hospital and their contract with interpreting agencies • Creating a Accessible Toolkit for GP surgeries, hospitals and care homes • Working with GPs to make mental health support accessible via a webpage 	
4.	<p>Patients/Service Users update</p> <p>█████ detailed an issue that she had faced on a Ward at Frimley Park. █████ had day surgery and should have had a female and not a male interpreter booked. Then the interpreter was only booked for 2 hours</p>	

	<p>and not the time that ■ needed an interpreter to be there. FK asked if the issues only happened in the recovery room. ■ replied that her experience in the recovery room was fine and the issues which happened occurred on the Ward.</p> <p>■ explained that the interpreter was not booked long enough and the interpreter even asked if he could stay on but the staff said no. ■ said that she was there all day and clearly communication with staff was an issue, yet the staff did not take any action. ■ said aftercare was the issue.</p> <p>NR said he would look into the issue and get back to ■</p> <p>■ stated that at the last Elderly Liaison Group meeting, Emily Belton informed that Group that the Trust now had 60 Learning Disability Champions in place across Frimley Health and this news was positively received by the Group and it was great to hear that Frimley Health had taken these steps for patients.</p> <p>There was a question on whether Carers passports operate in the Trust and LC confirmed that this was the case.</p> <p>There was discussion about the Trust public facing website accessibility for people with Disabilities. For example it would be really useful to have the contact details of all Liaison Nurses on one page</p>	<p>NR to contact Complaints team and update MW</p> <p>NR to raise website access with Corporate communications</p>
5.	<p>Supporting Staff with Learning Disability and Autism and other related conditions</p> <p>NR mentioned that Equality and Diversity online training content was in the process of being updated to cover meeting the needs of staff with Autism and Learning Disabilities. In addition to meeting requirements of the Accessible Information Standard, NR felt there needed to be greater awareness for managers and staff on how to meet the needs of people with Autism and Learning Disabilities.</p>	
	<p>Next Meeting: Joint Forum Meeting</p> <p>Wednesday 12th December 2018; 10am to 12pm</p> <p>Large Meeting Room, Forest Lodge, Heatherwood Hospital.</p>	