

Frimley Park Disabled Patient and Carers Forum

Minutes of meeting of 8th November 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
Lois Doel	Paediatrics Matron F1	Present
Liza Aljentera	Dementia Team	Present
Amy Wadmore	Physiotherapist	Present
Deborah Rogers	Equalities Officer	Present
Patient / Carers		
		Present
		Present
		Present
		Present
		Present
		Present
		Present
		Present
BSL Interpreters		
		Present
		Present

1.	Welcome & Introductions	
2.	<p>Minutes of previous meeting NR went over the actions from the last meeting on the 4th September 2018.</p> <p>NR has contacted the complaints team and will talk to Marjorie after the meeting to formalise her complaint</p> <p>NR has raised website access with Corporate Communications.</p> <p>■ suggested a single button on the Website to be taken directly to complaints</p>	<p>ACTION</p> <p>NR to meet with Marjorie</p> <p>NR will look into the single button option</p>
3.	<p>Paediatrics Update LD gave an update explaining the new things happening on the Children's ward and explained the role and responsibilities of the Learning Disability Champions & the Learning Disability Leads. There is a board displaying their names and photos on the ward.</p>	

	<p>■ asked if we identify and meet the needs of deaf patients. LD advised that Emily Belton is the Learning Disability Liaison nurse and can be contacted. As well as the Champions & Leads there is a yellow folder on the ward and access to information on the internet</p> <p>There was a discussion about the Learning Disabilities passport and the importance of patients bringing one with them when they are admitted to the ward. This enables the patient and their parent or carer to be supported and helps break down barriers. LD brought a passport to show, it can be found on the Surrey Heath Website.</p> <p>Paediatrics have been working with Freemantles school in Woking to teach the play team on the children's ward about introducing new things such as picture and play boards, which are now in place.</p> <p>There was discussion as to how Deaf children and parents are supported and the use of the contracted agency Sign Solutions. ■ asked if staff were trained on the Accessible Information Standard. NR replied that the Trust is taking forward activity on the AIS mainly around how information is gathered, shared and acted upon.</p>	<p>LD will send a link to the passport</p>
4.	<p>Healthwatch Surrey and Hampshire Update ■ has left Healthwatch Hampshire.</p> <p>Our hands tied was discussed and NR mentioned that a video has been produced which ■ said would be ok to circulate to the Group.</p> <p>IP talked about the hospital discharge checklist set to help patients leave hospital feeling safe and supported A new comprehensive 'discharge checklist' has been launched to help patients, their families and carers plan and prepare for leaving hospital. ■ asked if it is in easy read, ■ advised it is. ■ would like one for staff, NR will look into this and talk to the discharge team.</p>	<p>NR will circulate our hands tied video</p> <p>NR to research into Discharge leaflets aimed at staff</p>
5.	<p>Patients/Service Users Update ■ had questions around about booking interpreters. DR is checking that interpreters are booked for existing patients. NR is checking that new patients are being picked up.</p> <p>■ suggested that complaints should be raised with PALS. ■ said that he had not received a good service from PALS, others agreed.</p> <p>■ gave an update - Ask Listen Do NHS England Launched at the House of Commons last week 3 leaflets were shared with the group</p> <p>NR updated the Group that the Trust is looking to have Deaf Awareness training for staff. NR will update the Group with progress.</p> <p>LA mentioned that the Trust is implementing the Forgot Me Not campaign for patients with Dementia.</p>	<p>IP will send a link to the group</p>

6.	<p>AOB</p> <p>NR handed out the Trust's Patient Experience newsletter. Michelle Youens is the Head of Patient Experience. On the newsletter there was an article about the mini Tech which was Trust was ordering to help people with hearing loss to communicate better. There will be at least one on every ward and in outpatients departments across the trust. ■ felt this would only work for hearing impaired patients and NR confirmed that it would be only for patients with Hearing Loss and not for Deaf patients.</p> <p>The Trust is planning to have an Adult Changing Rooms facility at Frimley Park. Emily Belton and NR have been researching this and looking into how many other Trust's have such facilities There are a number of issues which Health and Safety are looking into.</p>	<p>EB/NR update at the next meeting</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>	