

**Minutes of the
Wexham Park and Heatherwood Hospitals Carer and Disability Forum**

**13th June 2016 from 10 to 12 noon
Training Room 6, Wexham Park Hospital**

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

Frimley Health Staff		In attendance /Apologies
Caroline Reynolds	Occupational Therapist	Apologies
Claire Marshall	Head of Patient Experience	Apologies
Colin Simpson	Estates and Facilities	In attendance
Dawn Bacon	Equality Officer	In attendance
Jo Brown	Nursing Outpatients	Absent
	Complaints and Patient Liaison Services Manager	Absent
Kevin Queenan	Chief Pharmacy Technician	Absent
Michelle Youens	Head of Nursing – Medicine	In attendance
Najeeb Rehman	Equality and Diversity Manager	In attendance
Ross Rushworth [Karen Fenton]	Senior Matron for Paediatrics, Neonates and Safeguarding Children	Absent
Satinder Dosanjh	Commissioning Manager, Capital Team	In attendance
Not yet appointed	Dementia Lead	N/A
Not yet appointed	Lead Nurse for Older People	N/A
Not yet appointed	Health & Safety	N/A
Patient / Carers		
		Apologies
		In attendance
		Apologies
		Apologies
		Apologies
		In attendance
		N/A
		N/A
		N/A
		N/A

Minutes taken by Dawn Bacon, Equalities Officer

Item	Title	ACTION
1.	Minutes of meeting on 16th March 2016 Those present were disappointed with the lack of attendance and apologies from some members. ACTION: DB to speak with Nicola Ranger and express these concerns. Matters arising from the minutes (not elsewhere on the agenda)	

	The most common disability need of patients in the trust are Deafness and Learning Disabilities, including autism.	
2.	<p>Updates:</p> <p>Capital Projects Capital projects are revising the Disability Standard for Wexham Park Hospital. Once completed it will be used, along with the latest DDA report, to make any improvements to the site to ensure compliance with legislation, and to improve facilities and access for disabled patients and staff. A rolling programme for improvements to the site needs to be drawn up to ensure changes are made.</p> <p><u>Buggies for patients and visitors</u> Buggies are now in use. The drivers have a mobile phone and can be called to collect someone from a location on route. They are fitted with seatbelts for safety. The group asked if the buggies can be flagged down ACTION: DB to ask CS about flagging down buggies. Requested update from Colin</p> <p><u>Car Parking:</u> The changes to the car parking have been noted and are appreciated. Some more direction is needed for people parking.</p> <p><u>Dementia</u> The post for the dementia lead has gone back out to advert. In the meantime Peter is covering the post on ward 17.</p> <p>Dementia is still not always flagged on notes. The flagging needs to be looked at for all patients coming in, to ensure any patient with additional needs/disabilities are flagged as appropriate.</p> <p>A red box has been introduced for all dementia inpatients so that they know where their personal items are.</p> <p>█ commented that the recent PLACE inspection highlighted that many parts of the hospital are not dementia friendly.</p> <p><u>Learning Disabilities</u> The disability folders, which include information on learning disabilities, needs to be updated. ACTION: DB and MY to review folders. Need to set up meeting.</p> <p><u>Physical Disabilities</u> Hearing Hearing loss training to be chased up. Suggested personnel to receive training are consultants, porters and nurses. Also suggested that all new consultants should receive training on communication with patients. ACTION: DB To chase. Have chased again. Still awaiting news on date.</p>	
3.	<p>NHS accessibility standard The group asked whether the patient menus could be in large print and pictorial</p>	

	ACTION: DB to look into this	
4.	Complaints and PALS – nil report	
5.	<p>AOB -</p> <ul style="list-style-type: none"> The group asked if a governor could do a walkabout in a disability and / or aging suit to see what patients go through on a visit. ACTION: DB to look into whether this is possible? A new safeguarding lead, Theodora Baron, has been appointed. ACTION: DB to invite her to the group. Done ■■■ commented that it is noticeable that there have been improvements at Wexham. She also commented that the parking situation is better and that there is better provision of wheelchairs at peak times. ■■■ thanked the trust for these improvements. 	