

Frimley Park Disabled Patient and Carers Forum

Minutes of meeting of 6th March 2019

St Peters Church Hall, Frimley Green Road, Frimley

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
Emily Belton	Specialist Acute Liaison Nurse	Present
Patricia Osorio	Clinical Informatics Nurse	Present
Deborah Rogers	Equalities Officer	Present
Patient / Carers		
		Present
		Present
		Present
		Present
		Present
BSL Interpreters		
		Present
		Present

1.	Welcome & Introductions Attendees are happy with the new venue	
2.	Minutes of previous meeting NR went over the actions from the last meeting on the 8 th November 2019. NR is waiting to hear back about [REDACTED] complaint. NR & EB gave an update on the single button on the Trust Website which would take users directly to a Disability section on the website.. They have been to a meeting with Karen Newman and Karen will be attending an event at the end of March. [REDACTED] asked if any trials have been done as this would need to be tested before going live to stop any money being wasted. EB suggested we could test in this group or set up a steering group.	ACTION NR will chase EB will send link

	<p>Lois Doel was going to send a link to the passport but hasn't therefore EB said advised she would send it.</p> <p>NR hasn't circulated the 'our hands tied video'.</p> <p>NR has spoken to a Matron regarding discharge who has sent some information to him. Communication issues and patient discharge has been included in the Trust's carers booklet. The development of the Carers booklet is an on going piece of work.</p> <p>NR & EB will give an update on changing places once they have had an update from the relevant committees.</p>	<p>NR to circulate video</p>
<p>3.</p>	<p>Providing information in Easy Read</p> <p>■■■ gave an update and provided handouts advising how they could be used by deaf patients.</p> <p>■■■ provided copies of a health care passport which have been approved by a number of other Trusts. Where the passport should be kept whilst the patient is admitted was discussed.</p> <p>EB would like to see the passports scanned on to the system as they have on occasion gone missing.</p> <p>■■■ talked about Digital technology and using technology to help health and care professionals communicate better and enable people to access the care they need quickly and easily. Information can be found on the NHS England website. Innovative apps to improve care and online access to 'real-time' patient records. EB believes this would be a great benefit going forward.</p> <p>■■■ provided information on Easy health easyhealth.org.uk Its free and there is lots of useful documentation to print.</p> <p>The new Heatherwood Hospital will have Electronic Patient Record system (EPR). EPR is essentially the same definition as the Electronic Medical Record. The UK National Health Service defines the EPR as "an electronic record of periodic health care of a single individual, provided mainly by one institution."</p> <p>■■■ provided information on 'Train the Trainer' and gave out</p>	

	<p>hand outs.</p> <p>■ raised the issue of licences.</p> <p>■ advised that when a deaf patient receives a letter it should provide the name of the interpreter who has been booked for the appointment.</p> <p>■ talked about the National information standards being important to the delivery of care, especially where there is real risk that a person's choices will not be taken into account. He would like to see a National information standards Officer recruited for the Trust.</p> <p>PO gave an update on what Kevin Percival and his team are doing. PO asked NR if he could attend some of the meetings and join the group. NR asked if she could email him some dates. IP asked if there was any patient involvement. PO advised that at the moment there is no opportunity for patient involvement.</p> <p>■ asked if there are any deaf employees working for the Trust. NR confirmed that there are colleagues employed at Frimley Park, Wexham Park and Heatherwood.</p> <p>NR advised recruiting people with LD is rising.</p>	<p>PO will email dates of meetings to NR</p>
4.	<p>Healthwatch Surrey and Hampshire Update</p> <p>Neither Surrey or Hampshire have issued newsletters</p> <p>■ (Supports Hampshire) provided an update. A Long Term Plan fit for the future and is based on the experiences of patients and staff was published on 7 January 2019, the NHS Long Term Plan was developed in partnership with frontline health and care staff, patients and their families and other experts. Mental health is a priority. Positive behaviour support training covers Autism – developing trainers 1 -1 to support people.</p> <p>Hampshire board – New Learning Disability plan update given. Budgets have been cut. ■ has written to a counsellor about the cuts.</p> <p>■ asked why Bracknell Health doesn't have a rep at these meetings. NR asked ■ to send details and he will invite them.</p>	<p>■ will give a copy of the letter to NR</p> <p>■ will send NR contact details</p>

5.	<p>Learning Disability Passport Mystery Shopping Exercise</p> <p>NR asked the Group for their views on carrying out a mystery shopping exercise at A&E departments at Frimley Park and Wexham Park to test staff understanding and awareness of the importance of Learning Disability passports.</p> <p>■ would like to see more training with regards to Hospital passports.</p> <p>■ suggested emailing people and asking what their experiences were like.</p> <p>EB did some training recently and everyone said they knew what the Hospital Passport was. EB talked about autism cards. EB felt that wards are better at using Hospital cards than A&E, does not understand why they go missing.</p> <p>■ talked about GDPR issues. EB suggested paper copies are scanned onto the patient's records and paper copies removed. It is not currently reported if a passport goes missing.</p> <p>■ asked NR for an update regarding NHS trialling cards for deaf patients.</p>	<p>NR will check regarding Autism cards</p> <p>Re-launch of Learning Disability Folders</p> <p>NR will discuss data protection with Nicola Gould</p> <p>NR will provide an update</p>
6.	<p>Patients/Service Users Update</p> <p>■ is still waiting for an update regarding his interview to become a volunteer.</p> <p>■ asked for the process for requesting an interpreter. NR & DR provided this information. SC said that he feels it's a mess and everyone needs to be re trained.</p> <p>NR asked for any issues to be sent to him or DR to follow up.</p> <p>NR advised the Trust is looking into video interpreting.</p> <p>■ gave an example of cancelling an appointment then receiving a letter saying he hadn't attended. Lack of communication between the GP surgery and the hospital.</p>	<p>DR will ask Mike Stone for an update</p> <p>NR will speak to Danny Bailey</p>

7.	<p>Workplan Update</p> <p>NR gave an update</p> <p>The half an hour slot on the New Starter Induction gives basic training.</p> <p>Deaf Positives in Slough advertised some free training in Slough, however all 24 places were quickly taken up. Since the advert was circulated across Frimley Health, 52 employees expressed an interest to do the training. Offering a tailored training course is being looked into. We are looking at training from a different perspective. The people who are teaching are deaf.</p>	
8.	<p>A.O.B</p> <p>NR gave an update on changing places. We are currently looking at what other hospitals are doing. NR & EM had a meeting with Ruth Butterworth who is the Change Manager for Heatherwood Hospital. The meeting was positive and the next step is to take this to the senior committee.</p> <p>Changing Places is in the plans for the new Heatherwood Hospital. A Changing Places facility is unlikely at Frimley Park due to only a small space being available.</p> <p>Access Able have been in contact with Estates Department about the possibility of the Trust website hosting a map illustrating accessibility across Frimley Health.</p>	
	<p>Next Meeting</p> <p>Wednesday 15th May, 10am – 12pm, St. Peter’s Church, Frimley Green Road, Frimley.</p>	