

BSUH NHP Trust Patient / Service User Disability Group Meeting

Wednesday 6 November 2019, 2pm – 4pm, Possability Place, 14 Windlesham Avenue, Brighton, BN1 3AH.

Meeting Minutes

Present

Hannah Pacifico	Patient Experience Manager, BSUH NHS Trust
Debbie Wickens (DW)	Get Involved Group (GIG) Project Assistant
Madeline Peasgood (MP)	Epilepsy Action Volunteer
Darren Jensen (DJ)	SURDI
Lulu Friedli (LF)	SURDI
Vicks/Nat	Interpreters
Janet Jones (JJ)	GIG member
Julie Hartley (JH)	GIG Project Assistant
Iris Kepler (IK)	ESAB Viable

Apologies: Stan Pearce (Chair of Trustees, Possability People), Emily Barnard (Quality & Improvement Team), Matt Hutchinson (Head Nurse for Quality & Improvement), Rev Jane Elliot

1. Welcome & introduction from DW

DW welcomed everyone and apologised that she had to leave the meeting early. JH would take over for the end of the meeting. Apologies also from IK, who had to leave early.

HP explained that due to severe staffing pressures caused by high patient load, unfortunately the Quality & Improvement Team from the hospital were unable to attend. The Trust has already been in critical incident status three times recently, and this means that staff attendance at meetings has been reduced/cancelled in order to cover.

2. Review of items and actions from previous minutes in relation to the following items:

a. Green and red bag schemes

Green bag scheme

People in Brighton and Hove are being encouraged to carry all their current medication in a specially designed plastic green bag if they have to go into hospital or a care home, or when they go to their community pharmacy for a medicines review appointment. Other advice includes keeping a note near the front door as a reminder, for people who have to make regular trips with regards their health.

The Royal Sussex County Hospital is distributing the bags to patients on wards and to people who are being discharged from hospital.

This system has been introduced to help health professionals know what medicines an individual is taking at any given time. The aim is to reduce the risk of medicine errors and missed doses occurring as patients move between different health services during the course of their treatment. IK raised concerns about whether the green bag was big enough to carry all the medication and information patients required, but other attendees assured her that bags came in all sizes.

Red bag scheme

When a resident becomes unwell and is assessed as needing hospital care, care home staff pack a dedicated red bag that includes the resident's standardised paperwork and their medication, as well as day-of-discharge clothes and other personal items.

The aim is to facilitate a smoother handover between care home, ambulance and hospital staff with fewer phone calls and follow-ups made by the hospital staff to care homes looking for health information about the resident.

HP explained a review of how well the green bag and red bag policy is working is under way. This is being led by Dr Phil Rankin, a Clinical Fellow in Emergency Medicine, BSUH who is working with the CCG and community pharmacies. Dr Rankin is also currently working with the GIG on a Needs Assessment for Brighton and Hove Council and will be involved with DW in focus group work for the assessment.

Actions: HP to feedback on the green and red bag review.

b. Access Reviews

Ongoing. Healthwatch carries out monthly, unscheduled access reviews of RSCH. HP wants to work with Healthwatch to do accessibility reviews, also known as, Patient Led Assessments of the Care Environment (**PLACE**), and see if it works for us. Alan Boyd from Healthwatch has been approached.

Action: DW/JH to make contact with Alan.

c. Signage

Ongoing. The slot system at Royal Sussex – slotting signs into a plastic wallet – is working well. The system means signage can be updated easily and quickly and kept up to date, which helps patients and staff. This scheme has been adopted to respond to the changes and service moves caused by the redevelopment. Staff feedback has been very positive. Princess Royal still has problems, very good feedback from Western.

BSUH has a new Director of Facilities and Estates. This could be something he can get involved in.

If anyone sees bad signage, take a picture and email it with details to the Patient Advice and Liaison Service (PALS) at bsuh.pals@nhs.net

d. Communications (CPIG)

HP and DW both inputted that the current communications products seem visually noisy. It's so important to get feedback from patients and users as this is practical rather than design led. Content designers have a tendency to focus on art/look rather than practicality and ease of use, and this needs to be addressed. HP said that feedback from this group in this respect is very helpful and clear.

IK: accessibility for sight-impaired people is a priority for her.

HP is working with Nick Groves, the head of 3Ts. He wants to start more community engagement, and it was suggested that wayfinding and signage could be a good place to start.

Action: HP to keep us updated on Nick Groves new initiative.

Text message service

In the new year, BSUH will be trialling a text service called **Patient Knows Best**. This is an online portal which allows patients log in and to track their documents. Resources attached to patient pathways will also be stored here. This is a personal patient hub for hospital documents.

DJ: What is missing is initial contact by text. We have been asking for this for ages. The current options of reply, re-book or cancel are not enough. The D/deaf community need to be able to make initial contact directly by text, not only to book appointments but crucially for information/emergency situations. NHS 111 text function stops at 12. From personal experience, DJ knows how important it is that there is no time limit on this service. Also that the text service on 999 is given as much priority as other emergency calls – response to the phone is much faster than to the text. The facility to send a text is so important.

HP: Until a more permanent solution is found, D/deaf patients can and do contact PALS, and PALS can make an appointment for them. But clearly this is not ideal.

DJ: We need a text number to book appointments at hospital for the D/deaf community.

HP: Kate is manager for SMS, she will know what will happen with the new system.

Action: HP to investigate whether the company who won the tender to provide the service are providing the text-in facility for D/deaf patients, talk to Kate and feedback.

SignLive

West Sussex have two therapists who are in the process of acquiring SignLive. This won't replace existing services for D/deaf patients, but will provide a back-up. The Trust has also acquired a screen on wheels for this service.

DJ: Glad to see we're having some influence.

Action: HP to update on progress.

e. Redevelopment (3Ts) - Everything on schedule.

- **Stage 1:** current build ends 2020 is on schedule to open spring 2021
- **Stage 2:** starts spring 2021, completing 2023
- **Stage 3:** starts 2023, completing 2025

Action: HP will keep us updated and send photos of redevelopment to DW

DW asking for Stan: What will happen to the Physio department, as its current location is being redeveloped?

Action: HP will find out and feedback.

HP update 19/11/2019 - Physiotherapy in 3T's

At the moment, we do not have a permanent home for the Physio OP team. They are on a list of departments which we will find homes for before the opening of Stage 1, and the start of the demolition for Stage 2. They will definitely have a space, but the Trust don't have that planned as yet, we will keep the group up to date with this.

DW for Stan: When will the new A&E be built?

A&E is being redeveloped, as funding was not available to build a new one. The current infrastructure can't be replaced, so we have to work with what we have. The new build will make things a lot easier.

DW for Stan: What about parking at the new development?

This hasn't changed since last time. Approx 290 extra spaces will be available alongside existing parking.

MP: There should be designated parking for doctors.

HP: We're trying to cut down on staff moving from site to site, for example by ensuring all required equipment is in the same place.

HP update 19/11/2019 - Car parking spaces

There will be a dedicated, patient and visitor underground car park below the two new buildings. The new buildings and the car park will be directly linked by lifts and stairs. The new car park will offer 390 car parking spaces.

More info at: <https://www.bsuh.nhs.uk/about-us/hospital-redevelopment/about-the-redevelopment/>

f. Outpatients

Action: HP will discuss this at the next meeting as she wants to include the results of the national survey into Outpatients performance, and these aren't available yet.

g. Cancer care targets

Apologies for how long this has been on the agenda. Nationally the figures for meeting targets aren't great. BSUH had 1900 referrals a month from GPs on top of screenings, presentations at A&E and incidental findings. 7% of referrals are found to have cancer. 56 days is the average length of time between referral and treatment? (62 days is national average).

Cancer care performance varies massively between services. For example, the severe shortage of radiographers at BSUH impacts our figures downwards, whereas Dermatology are performing above national targets.

BSUH struggles with patients when it provides the only facility for treatment – there are lots of specialists, and people come to them from all over Sussex, we're not just treating local people. Working with the CCG and private hospitals helps to prioritise treatment. The triage of community referrals could also be better.

There is a group of patients who've been caught in a backlog, and there will be a dip in target figures whilst these patients are treated.

There will be a new standard for cancer care from April 2020.

Action: HP to present findings of the cancer patient survey, which is due soon.

h. Hospital discharge improvements project

The booklet which is given to patients on the wards and on discharge has now been redone.

It is being trialled on the Acute Admissions Unit, Bristol and Vallance wards and some wards at the Princess Royal to see how patients actually use it and get their feedback.

There is an interactive aspect, and it will be available electronically and in an Easy Read version.

Dr Phil is involved in gathering community feedback.

The final version should be ready by April 2020.

i. Hospital passports

BSUH want to go forward with Treat Me Well. Treat Me Well is Mencap's campaign to transform the way people with a learning disability are treated in hospital. A stakeholder meeting is planned for 20 November for patients who would like to be involved with designing a new hospital passport – BSUH will then support the group.

Action: HP to update at the next meeting.

3. Open Space

Bus Travel between Brighton & Haywards Heath hospitals

As this issue came up during the parking update, it has been included as the Open Space topic. IK: Transport to Princess Royal is awful. They don't come on time, and then you miss appointments. Trips take a long time, availability is bad.

HP: It does take a long time. Staff use it, and we try and get feedback from them about how it's running. They will let us know if it's not working. You can always contact PALS and we can see if we can change your appointment if you're having difficulties.

MP: There are so many aspects to getting to and from hospital.

There was some confusion around the criteria to be eligible for patient transport, and who can book it. Patients can book it themselves.

Victoria Garcia is the accessibility and community manager at Brighton and Hove Buses and Metrobus.

Action: HP to send criteria to DW to add to minutes.

HP update 19/11/2019 – details of patient transport and travel costs criteria will be circulated at the next meeting.

There was lots of discussion about travelling on buses generally, including the Helping Hands scheme and the wheelchair taxi guarantee scheme. As this doesn't fall within the scope of this meeting, it was felt that accessing transport could be a topic for a future GIG meeting, where we could look at the concerns raised in more depth. For information about the Helping Hands scheme and the wheelchair taxi guarantee scheme, please visit <https://www.buses.co.uk/accessibility>

Next meeting's Open Space Topic: Hospital Passports

Action: HP to send DW the latest version of the hospital passport to add to the minutes. Please have a look and see what you think!

4. Any Other Business

A chance for any specific disability related issues at BSUH NHS Trust sites to be raised.

a. LF shared her recent experience of being severely ill in A&E six weeks ago

- LF was not offered a BSL interpreter.
- She continually asked staff for a signer, and this request was not followed.
- Her mother was forced to contact Action for Deafness directly herself and arrange a signer.
- Action for Deafness records requests for signers and can confirm that A&E staff made no requests for LF.
- Despite her requests, staff left LF for 13hrs and 30mins without a signer whilst she was in a vulnerable position in an urgent care situation.
- LF worked 10 years ago to support D/deaf patients in A&E, and she expected the service provided to be far better than it was then. Her experience shows it hasn't changed at all.
- The attitude of staff was negative and unresponsive to patient needs.
- Staff failed to provide a service that they have been trained to offer as standard.

DJ: The Trust failed to provide the services they should have. This sort of negative experience and treatment from staff is an ongoing issue for D/deaf patients. D/deaf patients should not be expected to write on scraps of paper to communicate at any time, but particularly not when they're very ill. LF has lodged a complaint with PALS.

HP: this just shouldn't happen. Staff know to offer the service and to book interpreters. D/deaf awareness training isn't mandatory across BSUH, but it should be. Staff attitudes need to be worked on.

Action: HP will raise this as a matter of urgency with Barbara Harris, Head of Equality, Diversity and Inclusion at Brighton & Sussex University Hospitals NHS Trust. HP will monitor LF's complaint herself at PALS.

b. Dementia patients

In a recent visit to A&E, MP witnessed a number of dementia patients seemed confused and were wandering and without staff support.

HP: BSUH are trying to work with care homes to coordinate on the treatment pathway for dementia patients. The aim was for hospital staff to meet dementia patients on arrival at hospital and support them from this point on, but staff need to know when patients are coming.

c. Volunteers

Does the hospital have volunteers?

HP: Yes, lots. We're always looking for more. We want to have volunteers to help with delivering drinks and food in A&E, and support staff in that way.

Action: HP to send DW volunteering information to add to the minutes.

HP Update 19/11/2019 - Volunteering opportunities

All volunteering information can be found at:

<https://www.bsuh.nhs.uk/work-and-learn/other-ways-to-join-our-team/volunteering/>

d. Low cost BSL signing courses

Does anyone know of any low cost BSL signing courses?

Action: JH to find out and feedback.

5. Historical Topics and Actions Outstanding

1. Managing medicines on admission, during stay & on discharge.

Action: HP to contact the Quality & Improvement Team from the hospital to come along so we can discuss this fully at a future meeting.

2. Transport issues

Action: DW transport issues specifically concerning access to hospital will be kept on the agenda.

Next Meeting

- **WHEN:** Wednesday 15 January 2020, 2pm – 4pm
- **WHERE:** Possability Place, 14 Windlesham Avenue, Brighton, BN1 3AH
- **ACCESS:** Fully accessible meeting space, BSL interpreters booked.

Contact Details

Hannah Pacifico

Patient Experience Manager, Brighton and Sussex University Hospitals Trust

Hannah.Pacifico@nhs.net / 01273 696955 Extension 64509

Julie Hartley

Get Involved Group (GIG) Project Assistant, Possability People

julie@possabilitypeople.org.uk / 01273 208 934

PALS Services

Every hospital has a PALS service, I have included the PALS details of the 4 NHS Trusts in Sussex and which hospitals, areas they cover. PALS will be able to deal with most hospital services and signpost for other health issues. Please note, however, that PALS services are not medically trained.

- **Royal Sussex County Hospital, Princess Royal Hospital**

Haywards Heath: 01444 441881 extn 68678

Brighton: 01273 696955 extn 64511 or 64973

bsuh.pals@nhs.net

<https://www.bsuh.nhs.uk/your-visit/help-and-support/patient-advice-and-liaison-service-pals/>

- **Community services in Sussex:**

<https://www.sussexcommunity.nhs.uk/contact-us/comments.htm>

- **St Richards, Worthing and Southlands**

<https://www.westernsussexhospitals.nhs.uk/services/patient-advice-and-liaison-service-pals-complaints>