

Priorities Sub Group Meeting Notes
Tuesday 6 April 2010, 14.00-16.00, Brighton Junction

Present: Mick Lister (in the Chair), Neil Holmes, John Wood, **In attendance:** Claire Stevens (host), Charlotte Irtelli (minutes) **Apologies:** Francis Tonks, Avril Fuller, Robert Brown MBE, Steve Lawless (Chair),

Summary of Discussion

1. March Minutes – AGREED AS ACCURATE

2. Matters Arising:

- a. **Car Parking at BSUHT** – Claire explained that there were some additional comments from patients on the NHS Choices website relating to poor signage and parking problems. A response from Brighton Sussex University Hospital Trust (BSUH) has been received. BSUH had explained that including details on parking would be difficult to add to patient letters as these come from many different departments. BSUH has agreed to the LINK's suggestion to add details of concessions on the website. It was noted that the car park is often full which results in patients having to park off site. Claire reminded the group that Terry Rixon (member of the public who has attended some Link meetings as an observer) has done a lot of work around this and is part of the Trust's Strategic Group.
- b. **Medical Wastage:** awaiting response from the PCT.
- c. **31 Cancer target** - awaiting response from the BSUH.
- d. **Sensory Impaired patients:** Claire explained that she had received a lot of information from providers on this issue (discussed later in the meeting).
- e. **Smoking Cessation:** The PCT had not met the government target for 4 weeks quitters. The PCT had informed the LINK that this service is being reconfigured. The Group agreed to obtain more information from the PCT about this.

AGREED

- f. **Summary of Care Records:** Most members around the table had received the letter relating to this as individual patients. Accessibility of records was agreed to be a step in the right direction. However, the British Medical Association (BMA) among others had raised concern regarding security of records.

3. Review of LINK decision making tool: Claire has revised the decision making tool to ensure that calculating the scores for issues is streamlined. The revised tool will be kept under review to ensure it is a useful and robust way of prioritising issues. Scores for each issue will be agreed by consensus, with the Chair having the casting vote. The tool will be uploaded to the new website so the process is transparent. Neil asked that patient/user safety could be clarified and widened to include safeguarding wellbeing. **AGREED**

5. Work plan 2010 – 2011: Claire had updated this to ensure issues are not overlooked. Claire asked for input into the workplan as the LINK has to focus on outcomes it wants to achieve. The LINK work plan includes the progress on all LINK areas of activities. It is

important that it is updated after each meeting.

6. HOSC work plan: Claire highlighted the positive impact the LINK could make if it worked on HOSC areas too. Claire has added a check box to the briefing paper template to record if an area is on the HOSC work plan.

7. Carers helping people to bed: This issue came from a Steering Group member who had received quite a few comments on this from a community group she attends. There is pressure on employed carers to assist all of their clients in a short timeframe. Some clients felt pressured to get ready quickly in the mornings. People receiving care at home are sometimes prepared for bed as early as 19:00. The local authority holds the contracts for the care packages. The group felt that people should have a right to choose what time they go to bed, as it can affect their dignity and quality of life. Important to note as the LINK is a Dignity Champion. **Total Score: 28/40 AGREED to investigate.**

8. Diabetes: Claire explained that she had recently met the co-ordinator from a Diabetes group who had surveyed 18 people. There were a number of issues including: increased access to dose adjustment of normal eating (DAFNE) training, podiatry in diabetes clinics, no access to insulin pumps, more psycho/social support and wider access to test strips and increased availability of repeat prescriptions. The PCT does not have a specific diabetes strategy as it is incorporated into the Long Term Conditions (LTC) Strategy. Claire will be meeting the diabetes group very soon and will investigate the issues further. It was agreed to investigate this issue. **Total score: 29/40.**

9. Alcohol related hospital admissions: There is a higher number of alcohol related admissions than the national average. There are a variety of reasons for this: high number of students, stag/hen capital, tourist city, larger lesbian, gay, bisexual and transgender community etc. This issue is a major drain on A&E. However, it was acknowledged that there is already a huge amount of work going on to tackle this issue. The group was not sure how they could input into this. The group agreed that it was probably beyond the scope of the LINK. The Group opted not to score the issue. It was agreed that the LINK should monitor the PCT's target on this. **AGREED**

10. Hypertension (high blood pressure): The PCT is looking more broadly at the NHS Health Check implementation. The PCT had not met its target on hypertension. The roll out in general practice is focused on targeting populations by prioritising those most in need. This will eventually be rolled out to all the population in 2010/11. The group agreed to monitor the PCT's target. A number of questions need to be asked to the PCT (below).

11. Royal Sussex County Hospital: These issues came from members of the public. The key issues raised were: lack of pillows in Zone 5, mixed wards where male patients' private parts were regularly visible to older female patients (a dignity issue). Claire explained BSUH had been given money to upgrade its facilities to ensure it meets the government's target for providing same sex accommodation. BSUH claims it is compliant so it is important this issue is raised with the Trust. Patient safety issue: incorrect name in patient notes and above bed. **AGREED to investigate**

12. Sensory impairment: The LINK had received a report from the Royal National Institute for the BLIN (RNIB) that over 90% of visually impaired people do not receive accessible healthcare information. Claire has written to four local sensory impairment organisations but has not received any response. Additional information on this issue has been received from the Federation of Disabled People's user group. They had submitted an issue to the LINK relating to those who are hearing impaired not receiving the support they need in the health service. Although the BSUH and the PCT had responded to the

LINK's initial enquiry with a range of services they provide, it would appear they are not always implemented. **Total Score: 30/40**

13. Pharmacy applications (maps brought to meeting): Claire had investigated the pharmacy proposals and explained that there is a new GP practice in Roman Rd, Hove and that a pharmacy was proposed on site which seems practical. The other proposal is for a new premises in Kemp Town. The concern arose regarding the opening times as the Kemp Town new premises – closing at 18.00. It was agreed that it is more practical for patients to have pharmacy open at the same time as the local GP practice.

14. Knoll House: An issue was raised by one individual in March regarding the following: staff being rude and unhelpful; staff discussing confidentiality information in front of others; staff eating patient's food, the high level of agency staff. Although this issue was only raised by one person and the LINK doesn't deal with individual issues it was considered prudent to investigate this as many clients at Knoll House are vulnerable and may be unable to voice their concerns. Claire informed the group that the Co-ordinator of Knoll House had been to a LINK Hospital Discharge Action Group and had said that they send all patients a survey to complete after their visit. It was noted that this was an example of good practice. Agreed to write to Knoll House for more information but not to use the decision making tool to score this issue.

15. Funding – Crew Club and Healthy Living Centre:- It has come to the LINK's attention that the Local Authority has ceased funding (15k) to the Crew Club which is a useful centre for young people in Whitehawk. A number of health and wellbeing programmes are rolled out at this centre including chlamydia screening and pregnancy testing. It was agreed to investigate this further. Robert was due to discuss the healthy living centre funding and so this issue will be deferred to the next meeting.

16. Hove Park Café accessibility: One individual (a mother of a child with disabilities) submitted an issue to the LINK regarding the lack of accessibility to Hove Park café for wheelchair users. Apparently other wheelchair users have experienced similar difficulties. It was agreed to write to the Local Authority to ask about the Disability Discrimination Act (DDA) compliance. **AGREED**

Public Toilets – An individual (with health problems) had raised this issue of a lack of open public toilets in Brighton, particularly in Kemp Town or London Road. However, Claire pointed out in her investigations that Brighton had won many awards for its toilets and had published a map of toilets in the area in the Council's magazine (March issue). Anecdotally, we have heard from others who have found this to be the case. Provision of toilets is a basic human right and particularly affects older people, those with health conditions and pregnant women.

AOB: SECAMB (South East Coast Ambulance – concern has been raised about the low number of ambulances in Brighton and Hove. Agreed to investigate.

Number of issues to be prioritised at each Priorities Meeting –The group should look at 5 issues per meeting. **AGREED**

On a rotating basis a member of the group should look at which issues should be discussed with the Host to ensure that meeting time is used as effectively as possible.

AGREED

Actions	Who	Date Completed
Chase up BSUH action to add concessions information to website	Charlotte	
Medicine wastage and cost implications – chase up PCT response.	Charlotte Claire	

Add to LINK work plan		
Upload prioritisation tool to the new website	Claire	
Clarify in prioritisation tool <i>Patient/user safety</i>	Claire	08.04.10
Re-format workplan Add all action groups to work plan	Charlotte Charlotte	28.04.10
On a rotating basis each member of the group to work with the Host to decide which 5 issues to prioritise at each meeting.	Charlotte to organise	
The group agreed to obtain more information from the council regarding the contact specifications including timeframes, list of care providers.	Members to action Charlotte – letter Local Authority Reference: PR/BCC/RQ/21	08.04.10
Diabetes: <ul style="list-style-type: none"> The LINK need to know how the PCT check they are adhering to the National Service Framework on Diabetes. The LINK would like to know what PPE has taken place in the formation of the long term conditions strategy, and may the LINK have a copy of the strategy? 	Host : letter to PCT Ref: PR/PCT/RQ/10	08.04.10
Alcohol related hospital admissions: <ul style="list-style-type: none"> Monitor PCT's Alcohol related hospital admissions target 	Host	
Hypertension: <ul style="list-style-type: none"> Highlight importance of checking blood pressure in May Link newsletter. Obtain promotional materials on blood pressure from Blood Pressure Society to use at LINK events and LINK outreach. Ask PCT what other activities the PCT undertakes to promote blood pressure checks. 	Claire Charlotte Host – letter to PCT ref PR/PCT/RQ/13)	24.04.10 08.04.10
Royal Sussex County Hospital: <ul style="list-style-type: none"> The LINK received information from patients in Zone 5 that pillows are not freely available – one comment from staff was that “pillows get stolen.” (x3) Please can you comment on this. Concerns were also raised about cleanliness in A&E – dirty trolleys. What measures do BSUH take to clean trolleys in A&E? (x2) Staff talking loudly at night – about personal issues (x4) Please can you comment on this. A female patient has raised concerns that she found it distressing to share a ward with males, and the genitals of a gentleman in the bed next to her were frequently exposed. Also another man walked about in the ward semi-naked in front of other older female patients. (x1) The LINK understand that BSUH claims to be compliant on the provision of single sex accommodation but from this experience it does not appear to be so. Please can you comment on this. The LINK seeks assurance about patient safety. A patient raised concerns that her medication was forgotten in the morning, and the patient had to request it from a nurse. The same patient also informed us that the name on the wall next to her, and on her notes was incorrect. This error could have led to her being given the wrong medication. (x1) Agreed to ask BSUH if Host can have regular stand one morning a week at RSCH to gain more patient feedback. 	Host – letter to BSUHT Ref: PR/BSUHT/RQ/16 PRBSUHT/RQ/17 PR/BSUHT/RQ/18 PR/BSUHT/RQ/19 PR/BSUHT/RQ/20 Val	08.04.10
Sensory Impairment: <ul style="list-style-type: none"> We have received another concern from the Federation of Disabled People (from their user group) that the needs of sensory impaired people are not being met at primary and secondary care level. The LINK would like to know more about the service specifications in the contracts e.g. what does the 	Letter to PCT: ref PR/PCT/RQ/11	08.04.10

<p>contract say about expected timescales to provide an interpretation service to patients.</p> <ul style="list-style-type: none"> Follow up non-responses from British Society for the Blind (23/02/10) EASB (02/03/10), Sussex Deaf Association (2/3/10, Look Sussex (02/03/10) 	Charlotte	
<p>Pharmacy applications:</p> <ul style="list-style-type: none"> Find out about the opening hours, to ensure that they correspond with practice opening hours. 	Claire	
<p>Staffing at Knoll House:</p> <ul style="list-style-type: none"> Claire to request details of complaints over the last 12 months. Outline concerns to Co-ordinator of Knoll House 	Host	12.04.10 08.04.10
<p>Funding – Crew Club and the Healthy Living Centre:</p> <ul style="list-style-type: none"> Defer items to next meeting Find out more about funding to Crew Club 	Charlotte Claire	
<p>Hove Park Café:</p> <ul style="list-style-type: none"> Ask Brighton City Council (BCC) for their comments on this issue why isn't the café DDA compliant? Mick to bring this issue up with the Hove Park residents association (as he is a member) 	Host :letter to BCC (cced to Jayne Bennett) Ref:PR/BCC/RQ/14 Mick	08.04.10 Mick has also raised this with Jayne
<p>Public Toilets in Kemp Town and London Road</p> <ul style="list-style-type: none"> Write to the Local Authority outlining the issue highlighting the effects of insufficient toilet provision. 	Host letter - Ref: PR/BCC/RQ/15 Local Authority	08.04.10
<p>Smoking Cessation</p> <ul style="list-style-type: none"> Ask the PCT for more information on the reconfiguration of the service and how they will meet the Government 4 week target. 	Host Ref: PR/PCT/RQ/12	
<p>Ambulance Provision</p> <ul style="list-style-type: none"> Ask SECAMBs for the normal number of ambulances in Brighton and Hove per weekend and whether there were any weekends where this number was below normal? 	Host Ref: PR/SECAMB/RQ/22	13.04.10

Dates of next meeting: Tues 4 May 2010, 14.00-16.00, Brighton Junction (upstairs meeting 2)