

Project Management Board Meeting

10th June 2014, 2.30pm

Held at The Space, Market Street

Attended by;

Mary Durman (MD) - Wokingham and Bracknell District Mencap

Chris Taylor (CT) - HWBF Coordinator

Alison Dowd (AD) - Just Advocacy

Jeremy Harding (JH) - Triple A

Sally Grant - SEAP

Clare Turner (CTu) - Kids

Karen Maskell (KM) - Bracknell and Ascot Clinical Commissioning Group

Alison Summersbey - (AS) - Rethink Mental Illness

Sue O'Sullivan (SO)

Joanna Thomas - Berkshire Autistic Society

		Action
1.	<p>Apologies</p> <p>Apologies received from;</p> <p>Andrea McCombie (AM) - The Ark Trust</p> <p>Mark Sanders (MS) - The Ark Trust</p> <p>Mark Hooper (MH) - Deaf Positives</p> <p>Louisa Jones (LJ) - EbE²</p> <p>Peter Tobin (PT)</p>	-
2.	<p>Previous Minutes</p> <p>The previous minutes were reviewed, an addition to the apologies was made and they were agreed.</p>	
3.	<p>Introductions</p> <p>The group introduced themselves and welcomed Sue O'Sullivan who has joined as a public member of the Project Management Board. CT suggested SO look at the HWBF website to assist bringing her up to speed.</p>	



<p>4.</p>	<p>Project Management Board</p> <p>Thames Valley Positive Support group has notified us that due to an increase in workload they will have to postpone involvement with the Project Management Board. This follows Tesco allowing them to carry out HIV testing in one of their stores which has had a huge media interest and subsequently demand for testing has significantly increased.</p> <p>Bio for the website awaited from AS and photo required from RF. All others have completed and submitted theirs.</p> <p>Project Management Development Training is arranged for 18 June 2014 - 10.30am to 1.30pm - Those that have not confirmed attendance please do so.</p> <p>RAISE details to be emailed to Kids.</p> <p>A reminder - posters and flyers are available for anyone who needs them.</p>	
<p>5.</p>	<p>Previous/Current Months Activities</p> <p>The acquisition of The Heatherwood and Wexham Park Hospital Trust by The Frimley Park Trust is continuing as planned. The Heatherwood site is currently planned to become elective surgery.</p> <p>Kids are leading in creating a new Parent Forum for Carers and Parents of disabled children.</p> <p>At a meeting of Berkshire Local Healthwatch organisations it was suggested that we all work together on a joint topic. Transport was proposed as a topic. This could include investigating the issues relating to car parking, public transport links, volunteer drivers, etc. Some issues regarding Keep Mobile were discussed, which would require further investigation. It was also stated that transport home from A+E was available however this seemed to be based on who was on duty at the time.</p> <p>Recently a couple of people have reported finding it difficult to find our office. They have enquired in Times Square and the CAB and have been told that they did not know where we were. CT advised that this is a limited issue as generally people were being signposted from those locations without issue. To be investigated further.</p> <p>The Board requested an update on ambulance waiting times.</p> <p>The Board suggested investigating the 111 process further, such as</p>	<p>CT</p>



how the triage process works and what level of training operators have.

We had received some complaints about the G3 ward at Frimley Park - This is currently being investigated by the Trust and we will be updated shortly on the outcome of the investigation.

A joint advert in Primary Times magazine is being produced by the Berkshire Local Healthwatch organisations which are distributed via primary schools across Berkshire. In Bracknell Forest, 28 of the 31 Primary Schools receive copies along with the Bracknell Tourist Office and the Bracknell Library. We have agreed to draft the advert and Healthwatch Reading are producing an editorial to go along side it.

Our Annual Report from 1st April 2013 to 31st March 2014 is being produced and is due by the 30th June 2014.

Heatherwood and Wexham Park Hospitals response to our A&E visit was shared and discussed by the Board. See Appendix 1.

Meeting attended since the last Board Meeting:

- 14/05 - Prevention and supported self-care.
- 15/05 - Frimley Park
- 15/05 - Community Partnership Forum
- 16/05 - Urgent Care Centre
- 19/05 - Carers week planning meeting
- 20/05 - CCG Website working group
- 21/05 - Falls stakeholder event
- 21/05 - Royal Berkshire Hospital
- 23/05 - Crowthorne residents association
- 23/05 - Priestwood community association
- 28/05 - PLACE assessment - Royal Berkshire Hospital
- 29/05 - CCG Communications event Windsor racecourse
- 29/05 - Broadmoor PLACE assessment
- 03/06 - Broadmoor PLACE assessment (Food)
- 04/06 - Wexham Park Hospital
- 04/06 - Berkshire Healthcare
- 05/06 - Health and Wellbeing Board
- 09/06 - Sainsbury's - Carers week stand



6.	Any other business Our MP - Philip Lee will be visiting Re-think at Coopers Hill on the 27 th June 2014 at 3pm, if anyone has any questions for him please forward these to Alison ASAP. Future Meetings are every second Tuesday of each month: 08 July 2014 12 August 2014 09 September 2014 14 October 2014 Time : 2.30pm to 4.30pm Venue: The Space, 20-21, Market Street, Bracknell, RG12 1JG.	
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Heatherwood and Wexham Park Hospitals 

NHS Foundation Trust

Appendix 1.

Wexham Park Hospital
Wexham Street
Slough
Berkshire
SL2 4HL

Tel: 01753 633000
Fax: 01753 634848

5th June 2014

Mr M Sanders
Healthwatch Bracknell Forest
The Space
20 Market Street
Bracknell
Berkshire
RG12 1JG

Dear Mr Sanders

Thank you for your feedback further to your visit on 5th April 2014, which has been useful for the Department and team to use to improve our service.

I would like to respond on some of the observations points that yourselves and patients in the department that evening have raised.

- **Inconsistencies with the Streaming Nurse** - This is a new role in the department and it was a useful pointer that the staff in this role do not always communicate information regarding timescales. Training is now underway to ensure that this information is passed onto patients consistently.
- **Communication** - We continually highlight the importance of clear and effective communication with patients and that all staff should take the time to introduce themselves properly and to take the time to listen. This will be reiterated at our next team meeting where we shall also highlight the comment regarding the CT scan wait and how this could have been explained more helpfully.
- **Uniforms** - We have been aware of this problem for sometime and are working to address it. Since the visit all our substantive doctors have moved into uniform scrubs. These scrubs identify doctors as Wexham Park Emergency Department Doctors and are colour-coded according to grade. Unfortunately we do not have the ability to provide uniforms for our locum doctors or agency nurses which means these staff look different from our regular staff and it can indeed sometimes be tricky to workout who is who. Although we continually strive to reduce our reliance on locum and agency workers to alleviate this problem we do unfortunately carry a vacancy rate in the department due to staff turnover.
- **ID Badges** - It is Trust Policy that these should be worn by all staff at all times and this has been reiterated. The Division and Department is going to purchase pinned on name badges for staff stating clearly their name and position.

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- **Access** - It is important to note that the Emergency Department is not in general trying to prevent access to its clinical areas. It is recognised that having friends and relatives in the department during a stressful time for patients is helpful and we aim to allow them to come and go as much as we can. The ability to lock the doors is important because it means that when we have particular reason to we can exclude people, for example during a major incident, we are then able to do so, maintaining privacy and dignity.
- **Water** - In connection with the lack of drinking water in the Department, we now have this in place.
- **Advertised Wait** - This is a very difficult one to predict and can change rapidly due to what comes into the department and the level of clinical need. The department tries to err on the side of caution with the advertised wait as if it is brought down it will attract complaints if the wait then goes out longer. It is however, not defaulted to 4 hours at all times and this is being monitored and audited.
- **Streaming Room** - This door has now been replaced.
- **Nurses on duty board out of date** - This has been addressed with the Lead Nurses in the Department and will be correctly updated. It is not a Department of Health requirement to offer this information for medical staff.
- **Friends and Family Board** - These leaflets are given out by the nurse on discharge. Token boxes for recording patient's opinions are also now in place.
- **Receptionist chewing gum** - This is unacceptable and this has been passed to the managers of all areas to be addressed.
- **Lights** - unfortunately the lighting system does not enable us to adjust individual patient areas.
- **Air-conditioning** - The air-conditioning units are set to keep the clinical areas at a constant temperature and can be adjusted. This is a new system in place and all staff may not have been aware of this. This will be fed back at team meetings.
- **Nurses not told of visit by Bracknell Forest Healthwatch** - We often have unannounced visits and are always pleased to accommodate them. We feel that if visits are unannounced then a truer snapshot of our Department's performance is given.
- **Cleanliness of Children's A&E** - The Children's Emergency Department is currently being refurbished and as part of that the level of cleaning has been increased to reflect the requirements of the Department. Saturday afternoons and evenings are one of our busiest periods in this area and the cleaning provision now reflects this.
- **Correlation of ambulance numbers and 111** - Please see below the total number of ambulance handovers from South Central Ambulance Service by month over the last two years, which demonstrates the increase in ambulance attendances. Unfortunately the Trust does not keep information on the correlation between this and the 111 service.

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Month	Handovers
Jul 2012	1835
Aug 2012	1410
Sept 2012	1299
Oct 2012	1672
Nov 2012	1698
Dec 2012	1754
Jan 2013	1674
Feb 2013	1522

Month	Handovers
Mar 2013	1757
Apr 2013	1665
May 2013	1960
Jun 2013	1869
Jul 2013	1877
Aug 2013	1819
Sep 2013	1786
Oct 2013	2002

Month	Handovers
Nov 2013	1790
Dec 2013	1906
Jan 2014	2036
Feb 2014	1843
Mar 2014	2190
Apr 2014	2235
May 2014	2448

Once again, thank you for visiting the Emergency Department on 5th April. It has been very useful to receive feedback from a third party on how the Department is performing along with someone constructive points from which we will make changes.

With best wishes.

Yours sincerely



Angela Ballard
Associate Director of Nursing
Division C - Unscheduled Care

