

**Patient Experience Group Minutes**  
[www.wakefielddpb.org.uk](http://www.wakefielddpb.org.uk)

**Meeting held on Monday 26 July 2010**  
**At Sandal Rugby Club**

**Present:** Marie Gibb — Strategic Health Facilitator — Chair  
Sara Pearson — Admin Co-ordinator  
Caroline North — Your Voice Wakefield  
John Hepworth — Rainbow  
Karen Brown — Partnership Board Co-Chair  
Christine Gatley — Family Carer  
Jo Ashworth — Health Worker  
Steven Gaukroger — Service User + support worker  
Paul Pearson — Service User + support worker  
Peter Kirwan — Acute Liaison Nurse  
Ann Dore — Family Carer  
Margaret Sparks — Family Carer  
David Hartley — Service User  
Adrian Rigby — Rainbow  
Peter Baraclough — Ferry Court  
Tim Crawshaw — Ivy Cottage + support worker  
Claire Ashton — Ivy Cottage + support worker  
John Knaggs — Sunnydale + support worker

**Apologies:** Catherine Horbury — Co Chair  
Carol Wainwright — Community nurse  
Nigel Mcloughlin — Professional Lead Nurse Learning Disabilities  
Linda Whelan — Sensory Nurse  
Karen Gillott — Choice Support  
Jon Rigby — Family Carer

**Copy for Information:** Julie Clark — Group Manager Anaesthetics

**1 Introductions and apologies**

Peter Kirwan is the new Acute Liaison Nurse and he will be starting his job on 09 August.

Apologies listed above.



## 2 Minutes of the last meeting and matters arising

The minutes of the meeting on 07 June were agreed as a true record.

**Health Trainers** — At the last meeting Sharon and Denise talked to the group about how to improve and make choices about your health, and increase the amount of exercise you take. They have started doing some work with Whitwood Care, and they will also be asking this group to help them make an accessible leaflet about their service.

**Annual Health Checks** — The Local Medical Council has agreed to see what they can do to encourage all GP surgeries to carry out Annual Health Checks.

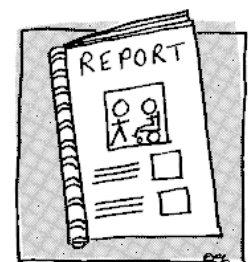
Christine Gatley said several people living together had an Annual Health Check done in their home. This was a really positive experience as they didn't have to go to the surgery so they were calm and relaxed. Individual goals were set and medications checked.

Year 3 has now started so everyone will be getting a letter to go and have another check soon.

As part of the Yorkshire and Humber Healthy Ambitions Pathway, Sheffield Hallam University and Speak Up have been asked to carry out a voluntary audit of Annual Health Checks. Stage 1 starting in July - a form will be sent out to all lead people (Marie) to complete. Stage 2 starting in October - GPs, Nurses, receptionists and Practice Managers will be asked what they thought about the training.

Once this has been done a report will be put together and carer's views and people with learning disabilities views will be fed back to the Partnership Board.

Sally Ferguson from Speak Up has already been in touch with Marie and she has been invited to the September meeting.



**Carers Week and Learning Disability Week** — During Carers Week, Carers Wakefield and District manned the Opportunities Shop as a drop in centre for carers. 130 new carers visited the shop.

During Learning Disability Week, Day Opportunities manned the Opportunities shop selling different crafts, plants and jewellery. They took £200 over the week and the best seller was greeting cards.

Please see attached latest edition of the Partnership Board Newsletter which includes information about both weeks.

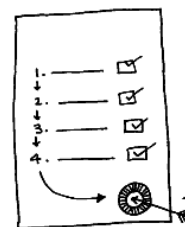


### 3 Terms of Reference

The terms of reference for the group have been updated. Please see attached.

Rainbow agreed to put an article in their newsletter to raise awareness about the group.

Marie suggested that we try and raise awareness about the group to try and increase membership.



### 4 Having Your Say leaflet

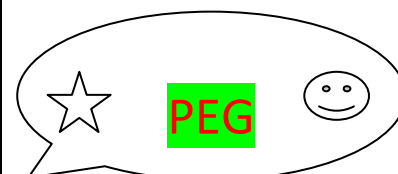
Marie brought the final version to the meeting for comments.

The pictures of the new hospitals will change automatically when they open.

The group came up with the following suggestions.

- ◆ Add the PEG logo and state what PEG stands for
- ◆ Send some to Carers Wakefield and District

These changes will be made and the leaflet will be ready to go out.



Whenever a request is made for Compliments/ Complaints leaflets, about 20 copies of this leaflet will automatically be sent out as well.

Marie asked for volunteers to help put together and star in the next leaflets. These will be about having an X-ray and Day Surgery in the new hospitals. Karen Brown, John Hepworth, Peter Baraclough, John Knaggs, Claire Ashton and Tim Crawshaw volunteered. Marie will contact them and arrange a meeting.



## 5 Learning Disability Award

At the last meeting Marie asked for volunteers to help decide what the award will look like and how we will score organisations.

The group met recently and came up with a scoring system. Please see attached report for more information.

The next step is for Marie to meet with Calderdale and Kirklees and she will feedback to the group at the next meeting.

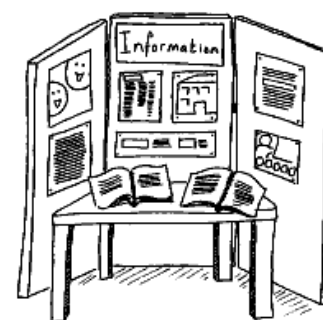


## 6 Feedback from Learning Disability Week

During Learning Disability Week Mid Yorkshire Hospitals agreed to promote the Mencap campaign 'Getting it Right'. Tracey McErlain-Burnes, Chief Nurse Patient Experience, signed up to the charter on behalf of the trust.

Marie, learning disability champions and members of the CTLD's manned stands in staff canteens in Pinderfields and Dewsbury hospitals. The stands promoted the Getting it Right campaign, the role of a learning disability champion and the case management of patients with learning disabilities in mainstream hospitals.

The group talked about learning disability awareness training for nurses and agreed that it should be part of



the standard curriculum. Marie agreed to contact Huddersfield University and ask what the current position is.

Maggie Graham from Mencap will be coming to the next meeting to talk about the campaign with the group.



## 7 Introduction of the Acute Liaison Nurse

Peter Kirwan introduced himself and told everyone about his new role as Acute Liaison Nurse, which will start on 09 August.

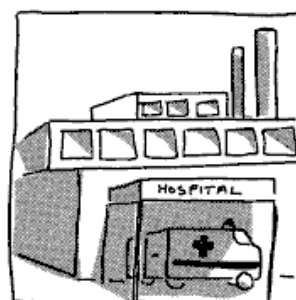
Peter's job is a 12 month secondment which will work with people with learning disabilities that are admitted to hospital through Accident and Emergency Departments at Pinderfields, Pontefract and Dewsbury hospitals. He will make sure their stay in hospital is as pleasant as possible by advising staff about how to handle people that are in distress and have communication problems. He will also make sure carers are listened to as they know the person best.

Peter agreed to come to a future meeting in his Nurses uniform so everyone will recognise him if they meet him in the hospital.

Christine explained that she had to take someone to Accident and Emergency recently and the Triage Nurse used sign language. Communication is a big problem for this person and because she used sign language, it helped to keep him calm.

Peter and Marie will be visiting all wards and departments across the 3 hospital sites introducing themselves and promoting their roles.

Once Peter knows exactly what his role is, he will come and tell the group. We will also gather information about the difference the role makes as we need to make sure it continues.



## 8 Continence Service Questionnaires

3 questionnaires have been returned to Marie.

Sharon Stoner sent through 2 questionnaires, 1 of which, they said was accessible. Everyone agreed that they couldn't tell the difference between the 2 and that it was a very poor attempt.

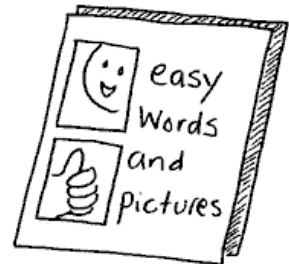
Marie agreed to write to them and complain and express the group's disappointment.

Margaret Sparks said that Oakfield Park didn't even know about the questionnaire. She is also still having problems with deliveries.

2 members of the Continence Service have been to several meetings and listened to the group but most of the issues around the service and accessible information remain the same.

Marie will invite them to the next meeting.

Jo Ashworth has put together some accessible forms which she will bring to the next meeting.



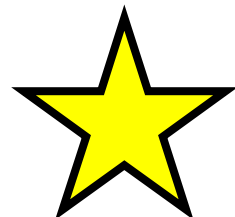
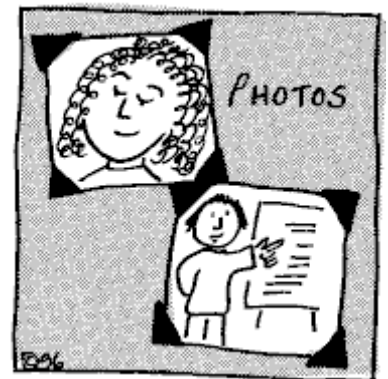
## 9 Any Other Business


**My News** — Marie brought copies of My News which includes photographs and an article about the Excellence in Service Delivery Award.

Mid Yorkshire Hospitals has put forward the learning disability team for a Strategic Health Award and Family Services have put the work of the Patient Experience Group in for another award.

Marie will give an update in the next meeting.

My News also includes a photograph of the nurse that won the My Star of the Month award.



	<p><b>Traffic Light Cards</b> — The Partnership Board representatives want the Traffic Light Cards used at Partnership Board meetings to be used in these meetings in future.</p>	
10	<p><b>Date of the next meeting</b></p> <p><b>Monday 06 September 2010 10:30am to 12:30pm at Sandal Rugby Club.</b></p>	