

Meeting held on Monday 26 April 2010
At Sandal Rugby Club

Present: Marie Gibb — Strategic Health Facilitator — Chair
Catherine Horbury — Co-Chair
Sara Pearson — Admin Co-ordinator Valuing People
Steven Gaukroger — Service User and Support Worker
Sunnyfield
Jo Ashworth — Support Worker
Julie Clark — Group Manager Anaesthetics
Sharron Hoyle — Millennium Care Services
David Hartley — Lift Up
Jon Rigby — Family Carer
Margaret Sparks — Family Carer and member of the
Learning Disability Partnership Board
Adrian Rigby — Rainbow
Caroline North — Your Voice Wakefield
John Knaggs — Service User and Support Worker
Karen Gillott — Choice Support
Paul Pearson — Service User and Support Worker
Sunnyfield
Julie Clark — Service User and Support Worker Ivy
Cottage

Apologies: Nigel McLoughlin — Professional Lead Nurse — Learning
Disabilities
Carol Wainwright — Learning Disability Nurse

**Copy for
Information:** Rebecca Squirrel — Learning Disability Partnership
Manager
Ann Rutter — Clinical Services Manager
Julie Clements - Dimensions
Ann Morrison — Service User
Adele Rudge — Your Voice Wakefield
Judith Arnott — Family Carer
David Steel — Rainbow
Christine Gatley — Family Carer
Margaret Slack — Service User
Pam Miller — Community Nurse

Richard Goldthorpe — Rainbow
 Tim Crawshaw — Service User and Support Worker
 Jai Rae — Your Voice Wakefield
 John Hepworth — Rainbow
 Linda Whelan — Sensory Nurse
 Craig Kavanagh — Service User and Support Worker

1 Introductions and apologies

Steven and Laura are Choice Support service users and have come to talk about their job as a quality checker.

Silvi Ahmed has replaced Pam Corrigan Clinical Director of Dental Services as she has now retired. Silvi has come to talk about the service.

Sharon Stoner and Jan Boyle from the Continence Service have come to answer some questions from the group.



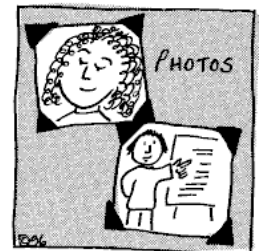
2 Minutes of the last meeting and matters arising

Photograph from the Patient Experience Group's 1st Birthday — The achievements of the Patient Experience Group were published in the Mid Yorkshire Hospital's newsletter called My News. Marie brought copies for everyone to read. It also includes information about the Vulnerable Inpatient Card.

Complaints/Compliments leaflet — The new Patient Experience Group logo will be added to the leaflet and the final draft will be brought to the next meeting to be approved.

Improving local breast screening in Wakefield — At the last meeting the group was asked where the 2 permanent breast screening sites should be. Marie passed on suggestions from the group for the walk in centres in Wakefield and Pontefract.

Veronica said breast screening should also be available to men but unfortunately there isn't national screening for men at the moment.



Marie still has to check to make sure Older People's Services are involving Age Concern.

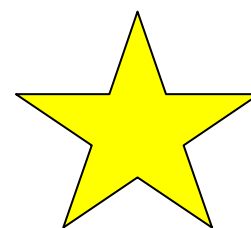
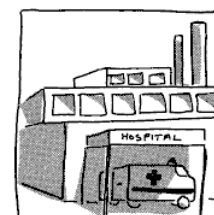
Complex Health Needs - Margaret Sparks raised concerns about people with learning disabilities who have such complex additional health care needs that the Trust is unable to meet their needs, and patients are referred to regional clinics. Marie passed on these concerns to the Long Term Conditions group and chair person Simon Roe from the Primary Care Trust.

Annual Health Checks — Some support staff said they have had problems booking someone in for a health check if the dedicated health person is on holiday or not at work. If anyone has any problems booking health checks in future please speak to the Practice Manager. They should find someone to do it.

The role of a Learning Disability Champion — Julie Clark told the group about the role of a learning disability champion in Mid Yorkshire Hospitals in the last meeting. Julie is making sure that the right staff in the right departments have done learning disability awareness training. Another session will take place on 25 June.

My Star of the Month award — Sharron Hoyle from Millennium Care Services said they supported someone with complex care needs to go to hospital (PGH) and a Nurse called Claire Wilson was the learning disability champion for that department. She really did an excellent job of looking after them so the group nominated her for the My Star of the Month award. We are really pleased to say that she has won, and Marie will be supporting Catherine Horbury to present Claire with some flowers and a certificate on Friday.

Feedback on the new hospital website — Margaret Sparks asked everyone to look at the new walk through facility on the Mid Yorkshire Hospitals website. Browse Aloud software should talk you through the hospital so you know where to go when you have an appointment. Unfortunately some members of the group couldn't see the Browse Aloud button. They tried on several different computers but



couldn't get it to work. Margaret will feedback these comments to the Access Group.

The minutes of the meeting on 15 March were agreed as a true record.



3 The role of a quality checker

Laura and Steven are employed by Choice Support and are supported to go out and check Supported Living Services and produce a report on what they find. They talked to the group about their work.

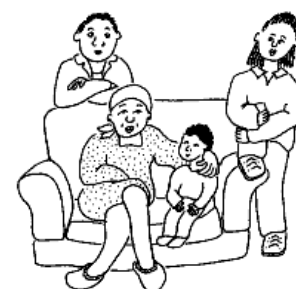
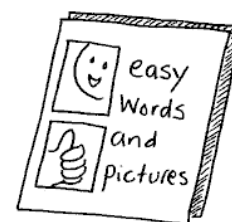
They are paid to check services up and down the country which often means they have to stay in hotels. To help them do this they did some training and are building up a resource pack which includes tools to help them communicate in different ways.

There are 21 quality checkers across the country and the Care Quality Commission has contacted them recently, as the National Engagement Officer wants to work with them and share good practice.

Family members, friends or individuals contact them direct if they want them to check a service. This information is passed on to Laura and Steven and they make all the arrangements. This includes the following.

- ◆ Writing letters
- ◆ Making telephone calls
- ◆ Visiting organisations
- ◆ Handing out questionnaires
- ◆ Writing reports about what they have found
- ◆ Taking part in group supervision

Marie thanked Laura and Steven for coming to the meeting and sharing their experiences. She asked the group to think about how we could use quality checkers to look at health services. Marie will contact them in the future to let them know what we have decided to do.



4

The Contenance Service

Apologies from Alison Bielby for the meeting today. Sharon Stoner and Jan Boyle came to the meeting to answer some questions.

Someone from the Contenance Service has agreed to come to every 2nd or 3rd meeting. They also agreed to bring a representative from the NHS Supply Chain department.

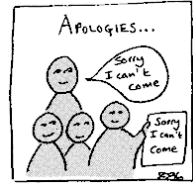
- ◆ Why do some deliveries come from Corby instead of Bawtry?

Some of the products are delivered to Corby and then transported to Bawtry ready for deliveries. They are not delivered direct from Corby.

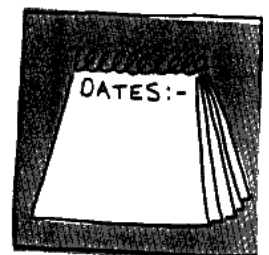
- ◆ Margaret had serious problems when she rang to say that 75% of the expected delivery for her daughter was missing. The telephone operator was really unhelpful and didn't want to know. She hopes that training has been undertaken to resolve the problem.

Sharon agreed to pass on the following queries and feedback to the group at a later date.

1. If the delivery is a part order, the delivery note should state this clearly.
2. If the order is only part delivered, then the expected date of delivery for the rest of the order should be stated.
3. The information on the delivery note should be accessible for all. In particular for people with learning disabilities and mental health problems and the elderly.
4. The delivery note should advise people to ring back 2 weeks prior to the expected date of delivery to activate the order. This will make sure that people are not left without products.
5. The delivery note states that any discrepancies should be reported within 3 working days but the Contenance Service said this should be 48 hours. Which is correct?



NHS
Wakefield District



6. The new service will be evaluated shortly and Sharon agreed to bring an evaluation questionnaire to the next meeting for the group to complete. This will make sure they have feedback from carers and people with learning disabilities.



5 Specialist Dental Services

Silvi Ahmed has taken over from Pam Corrigan and she has come to talk to the group about the service.

The specialist dental service is provided at Newstead House in Wakefield and Castleford, South Elmsall and Pontefract Health Centres. These are accessible venues offering good wheelchair access and use of hoists.

People are referred to the service through professionals and the service they receive is unique to their needs.

The service can also provide support for support workers around oral hygiene. If an organisation is interested in doing training around oral hygiene please contact Karen Goodhead on 01977 465809.

Silvi explained that they are trying to make improvements to the service and they will be carrying out an audit for people with learning disabilities, which will involve screening of the mouth. GP practices have agreed to help with this. She asked if the group could help with this.

Marie explained that 34 out of 40 GP practices in Wakefield have signed up to carry out Annual Health Checks for people with learning disabilities. Questions about dentist referrals should be asked as part of the check.

Margaret Sparks said her daughter uses the service and it is excellent. They provide a very person centred service.



6 Feedback from Yorkshire and Humber event

Unfortunately we ran out of time so this will be on the agenda for the next meeting.



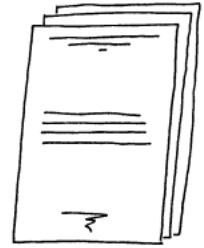
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Any Other Business

- ◆ **Award for the work of the Patient Experience Group** — Mid Yorkshire Hospitals gave us an excellence in service delivery award. This is for the team that improves access and experience for patients with learning disabilities.

50 nominations were put forward and we were shortlisted down to the last 3. Marie attended an event on Friday 23 April where the award was presented. This is really great news and Marie thanked everyone for all their hard work.

- ◆ **Learning Disability Awards** — Marie asked for volunteers to join a small working group to look at what services will need to do to receive the award. The group will meet 2 or 3 times and more information will be brought to the next meeting. Adrian Rigby agreed to be involved. If anyone else is interested please let us know.



8

Date of the next meeting

Monday 07 June 2010 10:30am to 12:30pm at Sandal Rugby Club.

