

**Forest of Dean Health Forum**  
**West Dean Centre, Bream**  
**Tuesday 1<sup>st</sup> March– 7.00-9.00pm**

**Minutes**

**Attendees:**

Linda Vaughan – Secretary	Albert Weager – Chair
James Spiers	Roger James – West Dean PC
Helen Yarworth – Barnardos	Doug Battersby
Barbara Jenkins	Mary Thurston – Friends of Lydney Hospital
Lynn Sterry – Cinderford TC	Hilary Bowen – Governor Barnwood Trust
Clive Elsmore – Coleford TC	Eileen Elsmore – Coleford TC
Terry Hale – FODDC/Newland/CTC	Chrissie Johnson – Public Gov Glos Hospitals
Dr Peter Jackson – Governor Glos Hospitals	

**1. Welcome and Introductions**

The Chair welcomed members and introduced our speaker, Helen Yarworth [Family Support Services Team Manager - Forest of Dean Childrens' Centres](#)

Helen gave a very interesting talk about the services offered by the 17 Barnardo's Childrens' centres in Gloucestershire. There are 5 centres in the Forest of Dean each offering many outreach and in-house services including the Freedom Programme, Domestic Abuse support, Stay and Play, Education and baby groups. At the moment this is available to 0-5 year olds but it is hoped that this may be extended to 11 year olds in the future. Referral can be made by health visitors, midwives, GPs, schools and self referral.

A copy of her presentation is attached with the minutes.

**2. Apologies**

Di Martin, Stephanie Bonser, Martin Callow, Jan Baynham, Anthony Midgely, Melanie Getgood

**3. Matters Arising**

Mandy Hampton has been appointed as The Head of Capacity for Gloucestershire Care services. The role is very strategic in reviewing and developing capacity of all services across the organisation. This role will include working with Community Hospitals, Integrated Community teams, Minor Injury units, Specialists services and external agencies.

**4. News Updates and correspondence**

No news on TTIP although there appears to be some resistance as leaflets have been distributed to some households.

**5. Chair's report**

Attached as an addendum.

**6. Treasurers Report- Balance £845.01**

The committee would like to appoint Mr James (Jim) Spiers as the Forum treasurer to replace Mrs Jenny Green. This was discussed at a committee meeting on 25.02.2016. The meeting endorsed the appointment of Mr Spiers who would be treasurer but would not be a signatory on the account.

## 7. Members Reports

**Text reminders** – the technology does not allow the site for the appointment to be shown on the message but patients should have this information in their letter. The manager, Arun Chandarand, can be contacted to ask if he will pursue the technology that will enable the hospital to be shown in the text message. Lynn Sterry and/or a committee member will see if they can pay him a visit to discuss this.

**Travel costs** – the CCG implemented this process in 2014 to reduce false claims. The hospital does not currently have an IT system that can verify benefit status. Stroud CAB carried out a review in October 2015. Gill Bridgland is CCG person responsible for the scheme and it was agreed that the Forum would send a letter to her to raise the concerns that patients are unhappy with the system which often results in them not claiming back their costs. Patients attending dialysis can be reimbursed directly from the CCG but this still does not mean that they are paid on the day. If a patient claims to need an escort this has to be verified and signed by the clinician they see.

**Delayed discharges** are being addressed by allowing a nurse practitioner to call the consultant if they feel a patient is medically fit for discharge, instead of having to wait for the next Consultant ward round.

Members reported that discharges are sometimes delayed while patients wait for their medication to be prepared. Dr Jackson will investigate this. It was also noted that the quality of discharge information for patients around diet and exercise is not always consistent.

**SMARTcare** the electronic patient care records system is nearly ready to go live but at the moment pathology is not able to participate.

The chair reported that there appears to be a great deal of wastage in the NHS and Dr Jackson and Chrissie will investigate this.

**Cross border** - there was a question about whether patients with a Welsh GP who live in England e.g. Tutshill, St Briavels, Sedbury, can go to Healthwatch or SEAP if they have a problem to report. The question was about the process not an individual complaint but Healthwatch would not give an answer unless it could be linked to a specific complaint.

There are Drop In events planned for Cross Border patients – detail to follow.

Hilary Bowen had attended a “**Mental Health First Aid**” session which she would recommend to anyone who has the chance to attend one.

**Glos Hospitals NHS Foundation Trust** would welcome you to become a member. There is no cost and it is easy to join. Benefits include information sharing and seminars, the opportunity to have your say about the future of the hospitals and an NHS Discount scheme.

To find out more go to [www.gloshospitals.nhs.uk](http://www.gloshospitals.nhs.uk) or email [membership@glos.nhs.uk](mailto:membership@glos.nhs.uk) or telephone 0800 019 3303

## **8. Future meetings:**

April 5<sup>th</sup> – Open Forum

The aim of the Open Forum is to explore questions about the patient experience and the right way to access services.

If members have any questions about the patient pathway or related issues could they please send them to the secretary to forward to the panel so that the appropriate information is available on the night.

May 3<sup>rd</sup> – Elisha Kyne British Red Cross – Elisha will give a talk on the first Aid Courses available

## **9. AOB**

General concern was expressed about rising obesity and its link to Diabetes.

A member reported on his good experience when he needed emergency admission via the ambulance service but warned that although it is a good idea to have an End of Life Care plan in place to help bereaved families, he was warned of the potential problem if a DNR (do not resuscitate) is on your record as this could potentially threaten lifesaving treatment.

## Chairs Report to Forest of Dean Health Forum 01/03/16

A review of winter planning has taken place. It was felt that things had generally gone well, but improvements can be made.

There are concerns around the acute hospitals Emergency Departments. The performance of the whole system influences the ability of emergency clinicians to admit patients.

Bed occupancy is very high and there are often delays to discharges. The reasons for this are under investigation and scrutiny. There is a system in place SAFER which = Senior review, All patients met by integrated discharge team to plan estimated date of discharge, Flow from assessment to in or out, Early discharge, Review of patients 14+ days in the hospital. Community hospitals are very much part of the picture, as are admission avoidance schemes.

All clinical commissioning across England must produce a plan for dealing with a mass casualty event. These plans will be informed by the exercise currently taking place in London and the South East of England. (090216 meeting)

Went with secretary, Linda Vaughan, to GRH to meet with Heather Beer, Head of Patient Experience re open forum and July 2<sup>nd</sup> event. She was very positive and helpful. (110216)

Linda and I attended a meeting of the Forest Locality Reference Group, at Great Oaks. (230216)

Attended a cross borders group meeting. Changes are taking place which will affect English patients with a Welsh GP. Letters and leaflets are being sent out during March and June is the key date for implementation of changes. Drop in events for affected patients are being held, after Easter, at Sedbury, Tutshill and St. Briavels. (230216)

Joining Up Your Information goes live in November, as does the ambulance service Electronic Patient Record system. The acute trust awaits SMART Care. Letters on Joining Up will be sent out to patients, during March.

Interesting times ahead.

Albert Weager Chair 010316