

**Attendance:** 32 members and guests.

## 1. WELCOME AND ANNOUNCEMENTS:

**a. Welcome:** The meeting was opened by Tony Ellis, who chaired this meeting owing to Joan's incapacity. He welcomed all present, including our guest speakers. He sent Joan best wishes for a speedy recovery on behalf of all the members.

**b. Apologies:** Joan Davis (Chairman) (*Ruislip Residents' Assoc*), James Kincaid (Vice Chairman) (*The Pinner Assoc*), Barbara Kalopsidiotis (*Hillingdon Older Residents' Forum*), Valery Rees (*League of Jewish Women Northwood*), Carol Melvin (*Ruislip, Northwood & Pinner Conservative Ass.*), Susan and Heinz Grunewald, Neville Hughes, Hazel Hunter, Jean McFarlane, Barbara Porket (*Ind. Members*), Pamela Grimwade (Mountwood PPG)

**c. Announcements:** Application for individual membership from Chris Beattie, formerly a longstanding delegate (*Age UK Hillingdon*). Chris was welcomed by the members as an individual member.

## 2. GUEST SPEAKERS: Dr. Michael Van Der Watt Medical Director and Professor Tracey Carter, Chief Nurse, West Herts Hospitals NHS Trust, speaking on "News from West Herts Trust".

### Dr. Michael Van Der Watt:

**a)** The aim of WHHT is to strive to deliver continuous improvement in all aspects of patient care through a partnership of clinical leadership, and create a clear and credible long term financial strategy.

**b)** There are 3 main hospitals including an Urgent Care Centre, Hemel Hempstead, a Minor Injuries unit, St Albans Hospital, and an A&E department, Watford Hospital, serving 500,000 people with 600,000 contacts per year, with 4,000 medical and lay workers and 500 volunteers working in the Trust.

**c)** A project named "Onion" - peeling back the layers, was launched in 2013 as a catalyst for change. The Government's response to the Francis Report noted it as an example of best practice in preventing problems and delivering safe patient care. It was highly commended in Health Service Journal Awards.

**d)** All staff meet at 8.15am every morning to discuss any matters arising around patient care. And as a result of "Onion" the Trust is celebrating success with a 28% reduction in mortality, 40% reduction in clostridium difficile, and 95.6% of Accident & Emergency (A&E) patients are seen within 4 hours.

**e)** An extra £9m had been invested in patient safety, including £3.9m on 160 new nurses, 50 who will be recruited from UK University courses finishing in July and September. Others will be recruited overseas.

**f)** Many other successes include a new Emergency Surgery assessment unit, a new dietetic kitchen, new cycle facilities and £600,000 on upgrading theatres, £25.5m investment in IT, and £16m investment in upgrading wards, clinics and many other areas.

**g)** As a result of "Onion" the Trust has learned from complaints, incidents and litigation, and is helping to achieve financial targets.

**h)** The Trust's performance against key targets has mixed results, achieving above the targets for patients' waiting time in A&E, and for cancer patients being diagnosed and treated. Achieving below targets for MRSA and clostridium difficile.

### Professor Tracey Carter :

**a)** WHHT are building on the review "Your Care, Your Future", the NHS Herts. Valley CCG clinical strategy published in 2013. Local organisations – Herts. Valley CCG, WHHT, Herts. Partnership University NHS Foundation Trust, Herts. Community NHS Trust, East of England Ambulance Service Trust and Herts. County Council, have all come together to build on the strategy.

**b)** The aim of the Trust is to meet the needs of patients in the way health and social care services are provided in West Herts., to improve and redesign these services and address patients' needs now and in the future, and to bring together partners from across the region.

**c)** An ageing population living with complex health conditions causes an increasing pressure on services and resources. The Trust aims to support patients and carers with treatment in the right place, at home or as close to home as possible, and to keep services sustainable within the budgets available.

**d)** Effective engagement is vital and views from a wide range of groups of people from all aspects of patient care, will be listened to, by online surveys and at drop-in events, and data will be gathered and analysed for future change by Autumn 2015. Concerns were raised about resources, and if there was enough money to sustain the care of patients. This will be addressed by good practice, due diligence and the best quality of care.

- e) Bed blocking was an ongoing problem, as in all hospitals. Staff meet 4 times per day to assess different problems to expedite the discharge of patients either to home or other places of safety, with help from other community partners working together.
- f) Following the Francis Report, after problems with the Mid Staffordshire hospitals, the ratio of trained nursing staff was increased. There is a shortage nationally of Registered General Nurses and temporary staff are employed to fill vacancies. Recruitment is ongoing in UK and overseas.
- g) The implementation of a certificate in April 2015 will be required for Health Care workers, and training will be in house. This will help to provide better care for patients.
- Both speakers were thanked by Wendy Mahaffey on behalf of the members.

**3. MINUTES OF LAST MEETING:** Thursday 5<sup>th</sup> February 2015. Chris Hickman's name was not on the list of apologies for last month. Apologies were given to CH and the minutes were amended and signed.

**4. MATTERS ARISING:** There were no matters arising.

**5. URGENT BUSINESS:**

**a) Subscriptions 2015-16:** Last month our Treasurer recommended no change in our subscriptions for the year ahead - £22 organisations, £10 individual members, £14 two individual members at one address with one monthly mailing. After discussion these rates were agreed for 2015-16. It was noted that subscriptions fall due on 1<sup>st</sup> April, that a request for payment will be included in our March mailing, and that prompt payment will be appreciated, to save us sending reminders.

**b) Election procedure 2015-16:**

- Nomination forms will be in our April mailing – nominations must reach our Secretary by 5<sup>th</sup> May.
- Time will be short, so members were asked to prepare in advance of that mailing by obtaining:
  - Consent of nominees - and of the organisations they represent if they are delegates.
  - A proposer for each nomination
  - A seconder for each nomination
- Anyone considering nomination can attend an Executive Meeting on Thursday 19<sup>th</sup> March or Thursday 16<sup>th</sup> April at 7.30pm in Ruislip – but space is limited so please contact our Secretary.

**c) Items on display:**

- Publicity posters for our April and May meetings – members were asked to distribute these
- An update about the Northwood & Pinner Community Hospital site
- Details of the Michael Sobell Hospice “Ladies in the Night Walk 2015” – 10pm, Friday 12<sup>th</sup> June. Entry £20 individuals / £10 for 10+ teams – if interested in us having a team please tell Secretary.
- Copies of reports from NHS Board meetings held in public *(also available on request to the Secretary)*

**6. OPEN FORUM:**

**a) February news-sheet items:** There were no issues that members wished to discuss.

**b) “Patient Groups in GP surgeries”:** Bob Batchelor led our discussion on this issue at our January and February meetings. BB introduced Raj Grewal, Hillingdon Healthwatch, who explained about the success of the Harrow network of PPGs. The strength of the network is that it can influence the whole community, and that members of such a group not need be a member of a GP PPG. There was discussion among members but no decision was made about such a group in Hillingdon.

**c) Patient surveys:** There was concern among members about the patient surveys in GP surgeries. They appear to be repetitive because government guidelines dictate that this should be done monthly.

**d) Other issues:** Tony Ellis informed the members that we will be holding our 25 year celebration at the December meeting and he asked that they think of options for that meeting.

**7. ANY OTHER BUSINESS:** Personal experiences could be noted after the meeting, for our records.

**NEXT MEETING:** 7.45pm, Thurs. 2<sup>nd</sup> April, PGC Mt. Vernon, guest–speaker Dr Richard Grocott-Mason, Divisional Director, Heart Division Harefield Hospital. Topic: “Heart disease, prevention and treatment”

*Notes: 1. Proposals for corrections to draft Minutes should be submitted to the Chairman in writing – please phone 01895 636095 for address details. 2. Personal NHS experiences can be reported at the end of all Council Meetings.*

Chairman  
Hon. Secretary  
Hon. Treasurer

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 Mrs. Margaret Ross,  
 Mr. Jon Spain

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