

260th Meeting, Thursday 2nd March, 2017, Mount Vernon Hospital

1. WELCOME AND ANNOUNCEMENTS:

- a. **Welcome:** The Chairman, Joan Davis, welcomed all present, including visitors, and in particular our guest speaker, Katie Fisher.
- b. **Apologies:** Valerie Rees (*League of Jewish Women Northwood*), Pamela Grimwade (*Mountwood PPG*) Tony Ellis (*Northwood Live at Home Scheme*) Connie Evans and Chris Hickman (*Oak Farm RA*), Donald Edwards (*Ruislip RA*), Janet Baddeley, Mark Grimwade, Heinz and Susan Grunewald, Neville Hughes, Barbara Porkett, David Potter, Margaret Ross, Nannette Spain, Jenny Stephany (*Individual Members*)
- c. **Announcements:** There were no announcements

2. GUEST SPEAKER: The Chairman introduced Katie Fisher Chief Executive West Herts. Hospitals NHS Trust, who came from the Royal Free Hospital last July. We last heard about her Trust from Jac Kelly who spoke to us in May 2016. The speaker's main points were:

- a. After her Trust's 2015 inspection by the Care Quality Commission it was rated "Inadequate overall" and placed in "Special Measures". A second CQC inspection in September 2016 had found much improvement and in a report on that inspection, published on 1st March 2017, the Trust was uprated overall to "Requires Improvement", which applied to both Watford General Hospital and St Albans City Hospital, although Hemel Hempstead Hospital remained rated "Inadequate" overall. The speaker brought copies of her Trust's press release on the report.
- b. She explained the CQC system. There are four ratings: Inadequate, Requires Improvement, Good, and Outstanding. Each core service is assessed on five criteria – is it safe, effective, caring, responsive and well-led. Based on these results, an assessment is made for each department and an over-all assessment is made for each hospital.
- c. The speaker agreed that 'Requires Improvement or 'Inadequate' can be justified for some sections of her Trust, usually for well recognised reasons, but she was disappointed with the recent television interview as there had been no mention of the Trust's considerable improvement. In 71 ratings, 'Good' and 'Outstanding' had improved by 50% since the 2015 inspection, whilst 'Inadequate' had decreased by 50%. At Watford General Hospital, the service for Children and Young People is, "Outstanding", whilst Maternity has moved from "Inadequate" to "Good".
- d. Since last year there had been a 6% increase in A&E attendance, a 14.7% increase in ambulance conveyances and on average, patients are sicker on arrival. Ability to discharge patients is reducing and bed occupancy is 98-99%, whilst the ideal is 85%.
- e. The Trust is working with other health partners, e.g. Herts Community Trust and Watford Hospital has two GPs in attendance.
- f. Ms. Fisher felt that the 'Inadequate' rating for Hemel Hempstead was unfair and 'Requires Improvement' would have been more accurate.
- g. The overall rating of 'Requires Improvement' for St Albans City Hospital was a welcome change from the previous inspection's 'Inadequate.'
- h. The Transformation journey of the Trust has many components:
 - Mortality rates are lower than expected
 - The number of Clostridium Difficile cases has greatly improved over the last 3 years
 - There have been no cases of MRSA bacteraemia since October 2015
 - The Trust's stroke service is rated 'A' and it is in the top 19% nationally
 - The 31 and 62-day cancer care / diagnostic performance is above national average

- A strong system is in place with a network of stakeholders.
- Record Cost Improvement Performance delivery for 2016/2017 is already above the £12 million for 2015/2016.
- The move of Cardiology and the first phase of Endoscopy expansion are now complete.
- There is strong clinical leadership.
- A substantive transformation delivery team is in place.
- Successful recruitment achieved, including midwives, doctors and Band 5 nurses.
- A recent staff survey showed improvements in staff scores, compared with 2015.

The speaker had welcomed questioning while she was speaking, but she responded to a few final questions before being thanked by Dianne Passmore for her most informative and interesting address – which was endorsed by sustained applause from the audience.

Part II

3. MINUTES OF LAST MEETING – Thursday 2nd February, 2017: With the addition of Carol Melvin to the names in “Apologies”, these Minutes were accepted and signed as correct.

4. MATTERS ARISING NOT ELSEWHERE ON THE AGENDA: None

5. URGENT BUSINESS:

a. Subscriptions 2017-18: Treasurer, Jon Spain, considered an increase in subscription rates unnecessary, and a unanimous vote retained subscription rates as at present: £22 for an organisation, £10 for an individual, £14 for two people living at the same address with one mailing. Payment is due on 1 April 2017 and can be electronic (details from Jon Spain) or by cheque.

b. London Ambulance Service Patient Forum: This is on 13th March from 5.30 – 7.30 at 220 Waterloo Rd. SE1. Members willing to represent us at such meetings should contact the Chairman.

c. Reports and letters available in outer hall, including details of events:

- **Hillingdon Carers Workshop**, 0930 Friday 10 March 2017, Education Centre Hillingdon Hospital, to allow input to the Hillingdon Carers’ Strategy.
- **March to support retention of Royal Brompton Hospital’s congenital heart services:** A 2km march through central London will take place from 10.30am on Saturday 18th March. If unable to attend, members were encouraged to write to their MP to support these services.

6. OPEN FORUM:

Project to support people who have poor hearing:

This has been touched on as a possibility at previous meetings but without any decision.

After discussion it was agreed unanimously to set up this project, even though it marginally extends our focus as we will be looking for changes in community support for people who have hearing problems rather than seeking improvements in NHS services. A working group will plan how we carry this project forward. Volunteers are needed to join this Working Group - volunteers should contact the Chairman.

ANY OTHER BUSINESS: There was no other business

Next meeting, Thursday 6 April 2017, 7.45pm at the Post Graduate Centre Mount Vernon, when the guest speaker will be James Ross, Transformation Director, The Hillingdon Hospitals FT, who will speak about developments in making inpatient time in hospital as effective as possible.

The meeting was closed at 9.40pm.

Chairman

Mrs Joan Davis

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Hon. Treasurer

Mr .Jon Spain

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