

**Forest of Dean Health Forum
West Dean Centre, Bream
Tuesday 5th June 2018 – 7.00-9.00pm**

Minutes

Present :

Albert Weager – Chair	Jim Spiers – Treasurer
Linda Vaughan – Secretary	Peggy Jordan
Chrissie Johnson	Doug Battersby
Mary Thurston – Friends LDH	Barbara Jenkins
Frank McGuinness – WDPC/LRS/Forester's Forest	
Hilary Bowen	
Carol McIndoe – Speaker – Patient Experience Improvement Manager	
Helena McIndoe	

1. Welcome and Introductions.

Albert welcomed the members and our speaker.

Speaker: – Carol McIndoe

Patient Experience Improvement Manager - Disability Equality

Patient Information and Interpretation & translation Lead

Gloucestershire Hospitals NHS Foundation Trust

Carol explained that her NHS career started when she worked in Estates and undertook a report on failings within the DDA (Disability Discrimination Act). This role continued until 2010 when it was decided that there was a need to have a broader outlook to cover staff. In 2010 her work was more concerned with practice and policies and she wrote the Diversity Policy and assessment too. The Equality act draws together many previous Acts and legislation into one single Act which extends to protect people considered vulnerable because of 9 protected characteristics. These characteristics are common to us all and we need to be aware of them.

Carol's work entails implementing the Accessible Information Standard set by NHS England, is linked to disability and is aimed at Health and Social Care Providers covering hearing, sight, speech and cognitive impairment. There are 35 requirements covering everything needed to communication and Carol is putting together and implementation plan. Hilary asked about easy-read documents which Carol writes and also proof reads.

The Dementia Care gap analysis is measured against 8 standards

There is a new EPR (electronic patient record) at GRH intended to joining up your information.

Carol was thanked for her valuable work and for a very interesting and informative talk.

2. Apologies:

Cheryl Haswell, Mel Preston, Caroline Smith, Jackie Jenkins, Di Martin, Julie Burlow, Clive Elsmore

3. Matters Arising

4. News Updates and correspondence

Location of new community hospital -Further public engagement

Booklet - <http://www.fodhealth.nhs.uk>

The booklet is widely available for people to complete and give their views as to where they think the new hospital should be located and importantly WHY.

Managing Memory Sessions at Colliers Court

Friday 15th June and Friday 22nd June 10.30am – 1.00pm Tel 0800 694 8800

5. Chair's report – attached at end of minutes

6. Treasurers Report – Balance £809.35

7. Members Reports and Questions

Linda attended the open evening to look at the plans for the new health centre in Valley Road, Cinderford. This facility will provide space and opportunities for the future. The current building is far too small and has no scope for adequate provision of care now or in the future.

The Health Forum committee met on 31st May and agreed that there needs to be more work done on the Website. We would also welcome anyone to would like to join our committee to come forward before the AGM in October.

8. Future meetings:

July – Mr Paul Roberts and Ingrid Barker – Joint Care Services and 2Gether NHS Trusts

September – Sarah Scott – Public Health

October – AGM – Sarah Pinkney – Gloucestershire Domestic Abuse Awareness

9. AOB

Lydney Hospital staff featured prominently in the recent NHS Gloucestershire Care Services awards with the Matro, Cheryl Haswell being awarded the "Trust Champion Achievement Award for 2018".

The Lydney Hospital Fete will be held on 21st July and will celebrate the 70 years of the NHS.

Chair's Report to the Forest of Dean Health Forum 050618

Thursday, May 3rd. attempted to get to a discharge seminar in Cheltenham, but heavy traffic on the way to Gloucester, delayed me too much. This event was led by Dr. Helen Gentles and I hope to have a catch up meeting with her soon.

Together, with secretary, Linda Vaughan, I attended the Forest Locality Reference Group meeting on May 10th. We were introduced to Dr. Malcolm Oswald who explained the processes leading into the 'Citizens Jury' which will receive evidence from experts and interested parties. The Jury will be facilitated by the Jefferson Centre representative. He will guide them through the process and towards a verdict as to which locality site should get the new hospital. This recommendation will be subject to local NHS approval.

May 14th. I had a telephone conference with our community hospitals' matron. We discussed the numbers of patients coming to the Forest and their needs. Some patients are having longer than usual stays, as they have complex care needs. The number of transfers is reducing.

May 18th. Went with Focus group to meet with senior, local NHS executives/managers to discuss the new hospital.

This was a very positive, encouraging meeting. Group members had the opportunity to set out their expectations and these were well received. NHS staff present expressed a determination to provide the Forest with an exciting new facility, not driven exclusively by cost considerations.

The potential number of beds was discussed. It was recognised that there was a lot of work going on to keep acute discharge patients from Gloucester/Cheltenham, in their own localities. This and other factors will determine an allocation of beds to the new Forest hospital.

The outcome of this work will be shared with the Forum.

Focus group members were; Albert Weager (chair), Linda Vaughan (secretary), and hospitals' friends Mary Thurston and Anthony Midgely (Lydney), John Montieth and Sue Young (Dilke). Further meetings will take place later.

May 21st.attended A&E Delivery Board as patient representative for Gloucestershire.

Some points of interest;

- NHS 111 is developing an online triage and self referral system. Phase one to be introduced by the end of July 2018.
- This will use one product 'Pathway' developed by NHS Digital.

Workstreams and changes are underway at Gloucester Hospitals, designed to improve patient experience and improve trust performance. Ambulance response times have fallen behind targets, but hand over delays have reduced and GRH/CGH are performing well compared to other acutes.

The figures for the ambulance responses are; Cat 1 9.7 mins (target 7), cat 2 28 mins (18) cat 3 120 mins (120) and cat 4 180 mins (287). The improvement action plan includes using the fire service to attend falls and reducing conveyance rates.

Albert Weager, Chair