

Notes from the full PPP Meeting – 15 August 2016 – Helen Macguire

After introductions and matters arising from the previous meeting, the members were given an update on Infection Control from Jonathan Horwood, Infection Control Manager. There has been an overall improvement in Staph Aureus Bacteraemia (SABs) and good achievements with Clostridium Difficile Infection (CDI). A lot of work is going on with Device Associated Bacteraemia (DAB).

A copy of the Health Associated Infection Quarterly Report for April-June 2016 was circulated to those present.

The members were then given a Waiting Times update by Mr David McPherson, General Manager, Surgical Directorate. A question and answer session followed. (See Margo's report in this edition of the PPP News.)

PPP Terms of Reference - A paper was tabled with the answers given by the members to 6 questions Derek Blues presented at the last meeting. This was further discussed and it has been left with the Steering Group to finalise the Terms of Reference at its meeting on 19 September 2016.

Business section of the meeting included:

Update of PPP Steering Group Meeting of 18 July 2016

Update from Communications and Media Task Group

Reminder to members that Profiles and Photographs for PPP Website should be submitted by Monday 17 October 2016.

Update from Leaflet Task Group and Diary of Involvement

Reimbursement of Out of Pocket Expenses

'Welcoming Service' in NHSFV to provide Person Centred Health Information. Helena agreed to send out information about this service. We had interesting feedback from James Greenaway on his experience carrying out various patient surveys in Ward B23.

It was agreed that a Serco representative should be invited to our full PPP meetings.

An email from Ian Preston was read out to the members thanking them for attending Greta's funeral and for all the lovely flowers and cards.

The next meeting on 17 October 2016 will be held in the Simulation Centre at NHSFV.

Leaflet Group Update – Shelia McDuff

The Leaflet Group were active this month, August, reviewing four 'Paediatric' letters and a flow chart regarding non attendance for Out Patient appointments requested by G.P.'s for children.

The main brief was to examine the 'tone' of the letters to ensure parents understood the importance of keeping appointments.

Patient Safety - Helen Macguire

Many of you will have read in the local papers recently of the death in August 2014 of a 38 year old Mental Health Patient on Ward B12. The paper reports that this patient was admitted to Forth Valley Royal Hospital with respiratory problems, but was found dead 36 hours later on the floor of Ward B12.

The family had a range of concerns about the patient's care and treatment and a formal complaint was made by the patient's mother to the Board in December 2014 and thereafter to the Scottish Public Services Ombudsman. Several failings have been identified by the Ombudsman and have resulted in recommendations being made to the Board. These have to be met by 26 October 2016.

It may be instructive for the PPP members to read the Ombudsman's report, published on 31 August 2016, for a fuller and more balanced view. This document is available at:

www.spsso.org.uk case ref 201507664, Forth Valley NHS Board

NHSFV Annual Review Public Session August 2016 – Carol Allardyce

The Minister for Public Health & Sport, Ms Aileen Campbell, welcomed everyone. This was followed by the NHSFV's Chairman's Presentation (Chairman - Mr Alex Linkston)

Delegate packs included -

Chairman's PowerPoint presentation

NHSFV's Performance against HEAT/LDP Standards 2015/16 NHSFV's Staff

Assessment Graphs Annual Report 2015/16 Summary Shaping the Future

NHSFV Healthcare Strategy 2016-2021 Summary

Some of these documents are available on NHSFV's website so I am not going into detail in this report. Some of the aspects covered in the Chairman's presentation were -

Forth Valley Values & Context and Approach Achievements Areas for

Action The Case for Change Feedback from the public and staff Ten key priorities. What this will mean locally Reference to Shaping the Future and the NHSFV Healthcare Strategy 2016-2021.

This was followed by a Question & Answer session. Topics raised by delegates in this session included -

Transport

Child & Adult Mental Health Services

Clacks residents' transport issues relating to accessing Cataract Op and related services, including consideration of feasibility of provision of some related services provision in Clacks.

Impact of Health Board size on recruitment and retention of staff.

Limited access to medical training for school leavers with excellent pass rates

Integration Partnership with reference to Carers FVHB allocation of time and funds for medical research ALFY -contact difficulties as current access only by phone.

CARDIO waiting times

Concerns of staff who are EU nationals (with query arising pre-Brexit)

Challenge of meeting required financial savings Money from Europe (disbursement)

Do Not Attend responses Issues relating to cancellation and changing of Appointments

Communication difficulties arising from Health Centres no longer using Fax machines

1:1 – Margo Biggs

At the operational meeting on Monday it was notified that there are currently 102 patients on the Caseload of the 1:1 Team. The success of the Coffee Drop-ins, particularly those at the Golden Lion in Stirling has raised awareness of the support on offer. A letter published in the Falkirk Herald two weeks ago expressed the gratitude of a couple in Dunblane. To quote "The beneficial effects on those living with and recovering from cancer being able to meet in a relaxed, non clinical atmosphere simply cannot be overestimated"

The letter goes on to praise the 1:1 Team based in Airth Health Centre