

Patients in Partnership

Wednesday 22nd November 2006

Questions and Answers

Question number	Question	Response
1	With the emphasis on saving money currently high on the agenda, why does the hospital waste money by sending out letters about outpatient appointments to people who are inpatients?	Not all computer systems within the Trust talk to one another. A representative from outpatients responded by saying that the first time outpatient staff may be aware that a patient is an inpatient is when notes are checked 24hrs prior to appointment. A suggestion was made that a patient should inform ward staff of imminent clinic appointments.
2	Could you screen patients for MRSA at pre-op assessment clinic?	Specific groups of patients are swabbed according to national guidelines.
3	The trust complains about non-attendance for appointments - often car parking is responsible. By 08.20 barriers are down not allowing an further users to park.	Having spoken to the London Borough of Hillingdon we think we are going to be given extra parking spaces. We will not be given permission to build a multi storey car park. In Hillingdon we have the largest number of car owners in any London Borough. A member of the public responded by suggesting that more people should use the bus service. Another member of the public suggested that this was unsatisfactory due to the distance one has to walk from the bus stop. The Chief Executive responded by saying that when we build our new hospital buses will be stopping outside the door of the main entrance.
4	When will the robotic dispenser be in place and up and running?	Should be in place during the first week of February 2007.
5	Staff in theatre gowns, masks or overshoes are often seen outside of theatre area. Is this allowed?	There are different groups of staff who wear theatre scrubs. Evidence is required to confirm whether there is a risk. The trust is currently reviewing its uniform policy. No member of staff should be wearing a hat or mask as both items are single use products.
6	What happens if the robot goes wrong?	There are 2 independent robots and a call out system for repair. Pharmacy can also continue without the use of the robot.

7	Are there concerns about tie wearing from an infection control perspective?	Evidence is required and will be researched during review of uniform policy.
8	Will you have one supplier for all drugs used by the robot and will the packaging be the same size?	No, we have a range of suppliers and wholesalers. Within the NHS we buy under regional/national contracts.
9	Money is the dirtiest thing bought into hospital, could we restrict money coming in?	Most important action to reduce infection is to wash your hands. Infection control is about managing risk, you cannot avoid 100% of risks. Patients are encouraged not to bring a lot of cash into hospital.
10	There has been a lot of unfortunate coverage about a lady who died who was related to a national newspaper reporter. What are the facts relating to the patient not being allowed to take home an oxygen cylinder?	There can be a problem with the retrieval of oxygen cylinders if they go home with a patient. Cylinders are rented at a cost of £1 per month and if they are not returned the hospital has to pay this amount forever. Cylinders should be ordered through a pharmacy supplier for patients requiring oxygen at home. There is an on going investigation about this whole incident. There have also been meetings between members of the Trust Board and the patient's family. The Chief Executive has written a letter of response to the media.