

**Patients in Partnership
Wednesday 30th July 2008
Questions and Answers – all presentations / panel members**

No	Questions	Response
1.	Treatment Centre. Problems with car parking. Difficult to get inpatients into Mount Vernon Hospital (MVH).	➤ Car parking has been reviewed and there will be an increased number of spaces available. New car parking facility outside treatment centre.
2.	Telephone - personal calls. How can you differentiate who is making calls?	➤ Operators – not allowed to delve too deeply but can ascertain if the call is official and if concerned will call Manager.
3.	What will happen to current Outpatient Department Building at MVH?	➤ Close completely by March 2009. Building to be demolished.
4.	What are the future plans for services?	➤ Further investment considered and talks currently with Harefield who may come on site.
5.	If transferring two wards from Hillingdon how does this affect the Hillingdon Hospital?	➤ It is not two wards that are transferring rather two theatres which will give potential to expand services at Hillingdon.
6.	There is a problem at MVH at present with regards to anaesthetic cover over a 24hr period. How will this feature when the new treatment centre opens?	➤ Since April 2008 Hillingdon Hospital anaesthetists provide a cover over the whole 24hr period so there is no longer a problem.
7.	Patient information policy has been sent out for comments to a couple of members of PiP. What do you want us to do?	➤ Contact Jackie Walker Deputy Director of Nursing who will be happy to collate response.
8.	Will the Comforts Fund manage the new coffee bar as they currently provide this facility within the atrium?	➤ Regrettably no the Comfort Fund will relinquish this responsibility.
9.	Will there be an alternative location for another coffee bar supported by the Comforts Fund?	➤ Not another coffee shop. Talks in progress with regards to other services.
10.	How will profits from the coffee bar be utilised? Will the profits be put back into patient care?	➤ Yes the expectation is that money is dedicated to improve patient care.
11.	People living abroad and returning for NHS treatment. Are they charged for treatment?	➤ Complex problem particularly with the proximity of the hospital to Heathrow Airport. Difficult to prove legitimacy. But there is a process in the hospital as far as reasonable.
12.	Will there be children's services at MVH?	➤ MVH is limited by the infrastructure to provide children's services so good governance and risk management dictates that there are no children's services at MVH.
13.	Transport services - is there a regular mini bus between both sites?	➤ For staff but recently it is believed patients can access this service. To be clarified.
14.	Raising the Bar – what's happening? How can we get involved?	➤ Different elements to Raising the Bar e.g. medicine management, Releasing Time to Care, discharge. Contact Jackie Walker for further information.

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15.	Is the Integrated Care Team still working at the Hillingdon Hospital?	➤ This facility has moved under the management of the PCT. It is now an in reach service as opposed to an out reach service.
16.	Comments on Raising the Bar. Quality of care. Patients left lying in bed, no nurse checking comfort i.e. pillows etc. Patient cold no blanket. Bedside manner lacking.	➤ Marie Batey apologised for apparent lapse in care and assured member that this was an unacceptable standard of care and every effort was being made to eradicate such behaviour. Patient must be central to everything we do and we must raise awareness and must regularly audit and league table performance.
17.	Will there be more physiotherapists?	➤ No more at present.
18.	Hospital radio – do they provide a valuable service? Equipment broken, not available and expensive.	➤ Widespread discussion around the current service and about proposals for the new Treatment Centre. Plans not yet developed.
19.	Provision of entertainment for patients, phones etc in the new treatment centre – concerns about how much Patientline is costing.	➤ Patientline will not be installed in the new Treatment Centre. Alternative services being explored.
20.	Encouraging about the awareness of fraud. What took so long for us to recognise it?	➤ This was previously down to local hospital and police now there is a concerted effort from all within NHS.
21.	How long will the drive to reduce fraud remain especially when the efforts cost more than what could be gained?	➤ Prevention training etc is essential. Zero tolerance will always be financially beneficial to chase and prosecute offenders.
22.	Why is there not more publicity on the problem of fraud in the NHS?	➤ Actively now publicizing the problem and will continue to do so.
23.	Historical art pictures for MVH and the Treatment Centre.	➤ Excellent idea.