

Patients in Partnership
Thursday 15th January 2009
Questions and Answers – all presentations / panel members

No	Questions	Response
1.	<p><u>Every Child Matters</u></p> <p>The whole subject about the Baby P case seems to be about barriers existing and how these make it difficult and what we are going to do to change this?</p> <p>Nobody seems to be doing spot checks to look at staffs work and whether the right things are being implemented in practice. Do you do unannounced checks?</p>	<p>The supervisory aspect is very important. It is important to audit practice on a regular basis and that we have management supervision in our departments. We want to make sure we are looking at practice. If a referral is made and there is insufficient information documented, an incident report is compiled and reported back to the respective directorate.</p> <p>We perform considerable amounts of training to ensure that staff know what to do.</p> <p>The Trust's policies and procedures are subject to Internal Audit. Internal Audit reports to the Audit Commission.</p>
2.	<p>Foundation Trust</p> <p>The Hillingdon Hospitals Foundation Trust name implies more than one hospital.</p>	<p>It was decided to make one change immediately adding the 's' to Hillingdon Hospital. It is the Trust's intention to discuss a new name with its Governors and members.</p>
3.	<p>Is the bank balance still favourable this year and how will it look in the future?</p>	<p>Yes and yes. The Department of Health usually takes back unspent cash. In recent years, we have been able to keep any unspent money so it is likely that the Trust will have £3-4 million in the bank as we become a Foundation Trust.</p>
4.	<p>If you have 15 nominations for Governors in the central constituency can some of these nominations be switched to the South?</p>	<p>No. The rules require the Governors to live in the constituency they represent. Elections will take place every three years.</p>
5.	<p>Are there steps to increase the number of Governors in the South?</p>	<p>Yes, the Trust is looking at ways to recruit new Governors and members.</p>
6.	<p>Is there a minimum number of members?</p>	<p>There is no suggested guidance and numbers. Monitor want assurance that the Trust has consulted fully and that the membership is representative.</p>
7.	<p>Is there going to be an email address to contact the Council of Governors?</p>	<p>Contact details of Governors will be available. The Trust will provide appropriate support for the Governors.</p>

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8.	<p><u>Releasing Time to Care</u></p> <p>Very informative presentation. Is the plan for Alexandra ward going to be implemented on other wards?</p>	<p>Yes , The Trust has developed a plan for Releasing Time to Care to be rolled out to most general wards across the Trust.</p>
9.	<p>Will the time released be used for staff to absorb the information gathered?</p>	<p>Ward staff have ideas on how to use the gained time e.g. Alexandra ward will use the extra time to support mothers with breastfeeding. On other wards the staff will use the time for communication and ensuring that they have time to spend at the bedside responding to individual patient need.</p>
10.	<p>At the last meeting you mentioned that you needed a safe haven fax machine on Pinewood ward. Has this happened?</p>	<p>Pinewood ward has a fax located in a locked cupboard that is in the centre of the ward.</p>
11.	<p>How difficult is it for Hillingdon to communicate with multiple languages? Does it cost the Trust?</p>	<p>The Trust has interpretation and translation services and also uses communication aids in departments. If appropriate, a carer or family member helps with interpreting. The Trust spends a considerable sum on interpretation services.</p>
12.	<p>Are you planning to give an update on Bevan ward in six months time?</p>	<p>Absolutely, we will be collecting data from staff and patients which we will feedback to members of PiP.</p>
13.	<p>What does the corporate logo mean?</p>	<p>The Trust has developed new corporate style guidelines to help reinforce our image among the patients we serve, the individuals and organisations we work with and our staff. The new guidelines do not compete with the NHS style guide but complement it and, in the process, makes Hillingdon Hospital stand out from the crowd.</p> <p>The pathway graphic device describes the journeys that our patients, staff and corporate audiences undertake; for example, the patients' path to improving their health, our staff's route through their careers and our corporate audiences' relationships with the Trust. The style chosen is called 'connections' to show how the Trust interconnects with all they come into contact with them.</p>
14.	<p><u>Neonatal unit</u></p> <p>Do you have a voluntary source of money for paying for some of the equipment in the Neonatal unit?</p>	<p>Yes, the Cherubs fund raise for the Neonatal Unit.</p>