

Patients in Partnership (PiP)
Thursday 19th November 2009
Questions and Answers – all presentations / panel members

No	Questions	Response
1.	Nurse-led prescribing - how can a patient consent to something they don't know anything about?	Every nurse prescriber will introduce themselves. However, if you have concerns, you have every right to ask a doctor to prescribe a medication.
2.	There is a toolkit that provides guidance in how to support employees who are also carers. Does the trust plan to take this on board? Can you promote the toolkit in the organisation?	Kay Ollivierre, Equality and Diversity Lead agreed to have further discussions with Hillingdon Carers.
3.	Now, the Race Equality Council has ceased, who is going to monitor Equality and Diversity?	Equality and Diversity is constantly monitored through a range of measures including annual reports to the Board of Directors and Equality and Diversity Steering Group.
4.	What is the purpose of Patients in Partnership?	The purpose of Patients in Partnership is to share new and ground breaking work which shapes the delivery of Trust services. The Trust listens to and responds to public and patient feedback.
5.	How is information from the PiP meeting shared outside of the forum?	The PiP Agenda and Questions and Answers from each meeting are posted on the Trust website. Over the last three years the Trust has presented many topics and has undertaken pieces of work following patient and public feedback at PiP.
6.	Bucks new university – 423 students per year. What percentage of nurses return to Hillingdon Hospital after they have qualified?	About 75% of those students that perform their placement at Hillingdon. The other 25% choose to work elsewhere and often return to where they originally come from.
7.	Having been a governor at a local school and interviewed a number of teachers, there is need to ensure that a degree is not the “be all and end all” as it is important to make sure that nurses are compassionate.	Bucks new university had received 800 applications for 423 places. The University looks for individuals who have a real understanding of nursing and not just influenced by the media. The primary concern is that when interviews are conducted that experienced users and professionals are included. It is important that students and applicants have a realistic understanding of nursing in the modern world and that nursing is fundamentally about people and caring for people.
8.	Would you agree there is a role for less academic people once nursing becomes a graduate profession?	Absolutely, there is a need to invest in Healthcare Assistant (HCA) roles, to support individuals to complete NVQ training courses and to encourage individuals who may want to apply for the Nurse Foundation degree course. The Trust currently has two HCAs and 5 physiotherapy assistants studying on the Foundation degree course.
9.	What is the ratio of theory to practical skills taught in the degree programme? A PiP member had heard of trained nurses	Ratio is 50/50 as dictated by the Nursing and Midwifery Council. Student nurses do get taught about catheter care

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	not having experienced caring for a patient with a catheter – Why is this?	but due to the variety of placements it may be that a student nurse has not had a placement where a patient has had a catheter. The remit of the mentor would be to ensure that the student gains that experience and knowledge whilst on placement in the area.
10.	It is not always possible to notice a patient who may be confused. Nurses have to know the signs for Alzheimers. How does training support this?	The nurse curriculum was last designed in 2006 and the University is planning to review the curriculum in 2010. There is a need to make sure that adult and children's nurses have the ability to make an assessment of mental and physical health. Members of PiP were encouraged to become involved in the design of the new curriculum.
11.	Patient experienced delay in receiving medication before going home.	The trust is looking into ways of speeding up the process in terms of technology and increasing the number of porters.
12.	Why can't hospital issues prescriptions be taken to a local pharmacy?	Prescriptions from the hospital that are dispensed by Community Pharmacists tend to be more expensive than those dispensed by the hospital pharmacy and the cost comes back to the hospital.
13.	Patient expressed that PALS is a very good service, but how is it promoted?	15,000 new leaflets have been ordered and new posters will follow shortly. All new members of staff are taught about PALS during their induction and PALS is also advertised on the internet and intranet.
14.	Patient watched a television programme highlighting how ambulance technicians cannot prescribe medication as they are not paramedics.	The hospital does not manage the ambulance service but is happy to refer any issues to PALS at the London Ambulance Service (LAS).
15.	At the PiP meeting on 17.9.09 a member reported that the door plates in the ultrasound area and day surgery area were filthy. What action was taken?	The complaint was followed up with the facilities manager who inspected the areas in question and addressed the matter.