

Patients in Partnership (PiP)
Wednesday 17th February 2010
Questions and Answers – all presentations / panel members

No	Questions	Response
1.	PiP member reported overhearing members of the public complaining about the Trust.	The Trust welcomes feedback from members of the public and encourages patients to speak to matrons about concerns / complaints. When a complaint is received the Trust will carry out a thorough investigation.
2.	People do not know where to go to complain. PALS needs to be advertised better.	PALS leaflets are available throughout the hospital and the service is advertised on the public website and intranet. The Trust invited members of PiP to visit and to help identify locations for posters.
3.	In many specialities there is talk about concentrating expertise. Will this happen in Paediatrics?	Complex procedures are carried out at Chelsea and Westminster NHS Foundation Trust. Children return to Hillingdon to recover/follow-up.
4.	How easy is it for a visitor to wash their hands with soap and water?	Sinks are not available outside the ward, however, visitors are able to use the sinks on the wards. Hand wash gel is available at the entrance of every ward.
5.	Concern about consultants not wearing white coats and doctors wearing their stethoscope around their neck outside the hospital whilst smoking.	White coats have been phased out. The Trust is promoting "bare below the elbows" encouraging staff to roll up sleeves and remove wrist watch. The Trust agreed to remind Consultants of the need to remove their jacket and roll up their sleeves. Wipes are provided to doctors to clean their stethoscopes.
6.	Member of the public stood in reception for two hours and asked doctors how frequently they cleaned their stethoscopes. Response received that doctors clean their stethoscope every night.	On the paediatric ward every child admitted to a cubicle has a stethoscope close to their bed. Wipes are provided to clean stethoscopes for other patients and wards and Marie Batey agreed to speak to her executive colleagues about the concerns raised.
7.	Some nurses are seen travelling on a bus in uniform. Do nurses have a clean uniform each day? Uniforms should be washed in the hospital at high temperature. Are there plans in the future for nurses to be able to change into uniforms in the hospital?	Nurses have uniforms provided. They are expected to launder the uniform at home and wear a clean uniform each day. The new uniforms are designed so that they do not have to be washed in high temperatures. The Trust did have a project for creating changing facilities but this is on hold. The ideal would be to have such facilities.
8.	Are there any comparisons with the USA, Canada and Australia for Norovirus?	The Trust looks at the USA where they have demonstrated exemplary practice. The advantage that the UK has is that we have the Health Protection Agency (HPA) which has a national surveillance system. Trusts, schools, Nursing homes report to the HPA so we then are able to get a local and national picture. We do not

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		look at Norovirus specifically as symptoms are relatively short lived but we do use the centre for disease control in the USA. The States at times for surveillance is at a disadvantage as reporting is done individually per State.
9.	Do the cleaners and food hostesses who move from one ward to another have to wash their uniforms?	Many wards have their own cleaners and hostesses which reduces the amount of movement between wards. The Trust has a good relationship with Sodexo, cleaning and food contractor and regularly hold meetings about issues. The Trust will invite Sodexo to a future meeting to address cleaning issues.
10.	Does the issues around NICE guidance and charges undermine the principles of the NHS Constitution?	The Trust has finite amount of resources and therefore has to make decisions on how to use resources to the maximum. This does not undermine the pledge.
11.	The NHS Constitution is easy to read and understand. Every patient should have a copy and take it to the GP or hospital as it gives patients their rights and responsibilities. Some patients do not want to challenge as they think this would affect their treatment. The NHS Constitution should be available at every bed side.	
12.	What happens to a patient who misses an appointment?	In terms of paediatrics, if a child misses an appointment and there is a good reason for the not attending, a second appointment is offered. Otherwise the patient is discharged. If a child misses another appointment the health visitor will visit the family to find out the reason.
13.	Can you charge a patient for a missed appointment? Dentists can charge £15 but GP cannot charge because it is not in their contracts.	There is nothing in the NHS Constitution about being allowed to charge and there are no plans to introduce charges.
14.	The Referral Management Centre at Southampton is a crazy system and you should get rid of it. Is there a facility for the Trust to provide this service?	The PCT is currently looking at the Referral Management Centre. The Trust would like to run the Referral Management Centre but this has to be negotiated with the PCT.
15.	10.2.10 – announcement on the BBC about closure of A&E departments in North West London. PiP member asked: (a) Are you going to close the A&E at Hillingdon Hospital? (b) Are you replacing the A&E with a polyclinic? Shadow Governors should be addressing this agenda on behalf of their members.	Discussions are taking place across England and London relating to the future provision of healthcare. This is the start of a long process and a long way away from getting answers. There is a need to make sure that services are delivered in the right place. Consultation with the public and staff will take place prior to any changes agreed and we will make sure to bring it to Patients in Partnership for a regular update.
16.	As a matron, what level of autonomy do you have?	Matron responded that she was the 'voice' of her staff and patients and that she is able to meet with Executive Directors to address issues.
17.	A reference to a £2 million donation to purchase a cyber knife.	This relates to the Cancer Centre provided by East and North Herts NHS Trust.

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18.	When Bevan ward opened the Trust had plans to introduce new practices and conduct research. Did this happen?	<p>The Trust has learned many lessons. The reality is that you can spend a lot of time talking about practices and preparing staff but until the clinical team is embedded and familiar with the surroundings things that looked good in theory were not possible in practice. Some ideas were implemented while others were dismissed initially and are being now moved forward by the current team members.</p> <p>Representatives from the Trust have attended different events to talk about Bevan. The Trust has a research nurse to support staff with new practices and conduct research.</p>