

**Patients in Partnership (PiP)**  
**Wednesday 17<sup>th</sup> March 2010**  
**Questions and Answers – all presentations / panel members**

No	Questions	Response
1.	Within the organisation how are you going to identify service veterans who the Government have identified should be entitled to priority treatment?	The statement from Gordon Brown did not specify how priority treatment should happen and at present Hillingdon Hospital does not have a register of service veterans. A GP could highlight whether the patient is a service veteran when referred to the hospital.
2.	Member of PiP commented that he had attended a West London hospital for a routine hernia operation and referred to a lack of quality control as nobody followed up the patient after discharge to ascertain the success rate of treatment. What happens at The Hillingdon Hospital NHS Trust?	This was recognised as a gap noting that an organisation cannot improve if it does not collect information about surgical infection rates treated by the GP. There are some specialities where patients are followed up by telephone one day after surgery. Additionally, data from Patient Related Outcome Measures (PROMs) compares a patient's well-being both before and post surgery to evaluate the quality of the intervention.
3.	Over 12 months ago it was agreed that facilities would be created at the hospital for staff to change before they went home. Why is it still being discussed now?  It was reported that doctors wear stethoscopes around their neck whilst visiting the WRVS.	It was not possible a year ago to progress the new changing facilities at Hillingdon. It is hoped that in time the Trust will be able to address the issue.  Doctors need to carry their stethoscopes from one ward to another but should not be wearing a stethoscope in the shop.
4.	Does all the information which is being gathered for quality accounts stay at board level or is it sent to the SHA? Is this information something Monitor will be interested in?	Quality Accounts data will be available to all members of the public in the same way as the annual report. The idea of quality accounts is to focus on a few areas that the hospital and partner organisations feels are important and this will vary with different health care organisations.
5.	If a patient receives experimental treatment at Charing Cross, transfers to Hillingdon Hospital and dies, how does Charing know about the death and whether the death was attributed to the treatment.	The Coroner's office is not duty bound to inform anyone other than the family as to the cause of death unless an inquest is held. Hospitals will often ring to find out the result of post mortems if appropriate. If registered the information will be fed back to the hospital.
6.	PiP member has read an article indicating a large number of patients leave hospital each year malnourished. Does Hillingdon Hospital have measures in place to avoid this?	Yes, there is the 'red tray' system used to identify patients that may need extra assistance at meal times. Protected meal times are also in place meaning that nurses should be able to focus directly on patients'

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		feeding. Ward activity such as drug rounds, doctors rounds and cleaning directly around the patients bed should not happen at this time unless in an emergency. Volunteers are also being introduced on a ward to help assist with feeding. Scoring tool used to assess for malnutrition are not the only tool used as observation is very important. This is monitored every month on all inpatient areas.
7.	A PiP member had recently seen a statement that the PCT would not be funding alternative therapies/medicine. How does this influence manipulative therapy and acupuncture?	Manipulative therapy is considered part of mainstream medicine and physiotherapy. It is believed that this statement is referring to herbal remedies or homoeopathy.
8.	A PiP member understood that polyclinics would be located in town centres and not at a hospital.	The polyclinic at Hillingdon Hospital refers to the urgent care centre which is located within the Accident and Emergency department.
9.	Did Natalie self present at Hillingdon Hospital without notes?	No, she was brought in from the care home by ambulance with a passport which was not inserted in her medical notes and therefore communication did not always get passed from one area to another.
10.	Would acupuncture or manipulative therapy be appropriate for a frozen shoulder?	Both treatments can be used to treat a frozen shoulder but the success rate would vary depending on the individual. A frozen shoulder is a term that refers to a loss of function and the treatment path will depend on how the patient presents and how they respond to treatment.
11.	In the light of issues highlighted at Mid Staffordshire NHS Foundation Trust, would Quality Accounts have made a difference?	The Trust has developed dashboards, which are owned by each division and reviewed by the Trust board. Some indicators are measured across the organisation whilst others relate to specific areas. It is up to an organisation to take remedial action as necessary. Mid Staffordshire NHS Foundation Trust was not about a lack of evidence but the culture of the organisation. At the Hillingdon Hospital NHS Trust the culture is to look after patients and while targets are important it should never be at the cost of caring for patients.
12.	Does a Foundation Trust hospital give you more authority "to do your own thing"?	We will have more control over how we use our finances. However, we are still part of the NHS, will continue to be tightly regulated and can only make decisions within appropriate guidelines.
13.	Member of PiP made a positive comment about the acupuncture service as she felt the service was of great benefit to her.	Noted.

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14.	PiP member had listened to a debate within the House of Commons which had highlighted that there are 8 A+E Departments within the North West London area and that 5/6 of them may possibly close. Will Hillingdon Hospital be one of these?	Dr LaBrooy confirmed that nothing had been decided and that discussions are still taking place.
15.	Dr Khakoo invited members of PiP to think about what they would like to see included within the Quality Accounts and to feed this information back to us.	