

Patients in Partnership (PiP)
Wednesday 13th July 2011
Questions and Answers – all presentations / panel members

No	Questions	Response
1.	£9.1m investment in instruments and infrastructure. Where are the instruments made and what controls are in place to ensure that instruments are safe for use?	All instruments are made by reputable companies. Responsibility for the contract is devolved to individual procurement officers in the Trust. Instruments being reprocessed are inspected both by the contractor and the Trust and reviewed for operability and sharpness. During the procurement process, companies invited trust staff to visit and look at their equipment to provide reassurance that the manufacturer's instruments were suitable.
2.	Did the contractor receive a financial penalty or warning following the decontamination of instruments in August 2010?	Penalties were levied in line with the contract and for every operation cancelled as a consequence of the service failure
3.	The North West London Programme and a 15 year contract. What will happen when PCTs are abolished?	PCTs have a three year agreement and this only relates to the podiatry service. The contract would be novated to succeeding NHS organisations who have responsibility for Podiatry and can be extended should the NHS so choose. The contractor would be happy to expand into other provider services
4.	What was the reason to outsource sterile services? If financial, is it cost effective now?	The initial reason for outsourcing was not about saving money or encouraging staff to leave the NHS. The sterile services department was mostly small and unable to expand to comply with new regulations and therefore not sustainable.
5.	Reference was made to a CQC report about care of older people including patients with dementia. Has the CQC produced any report on Vascular / Frontal Lobe Dementia?	The CQC has conducted unannounced visits to Trusts to investigate whether older people are treated with respect and whether they get food and drink that meets their needs. While some of those patients had dementia, it was not a specific focus of the visits. There is no evidence from these reports that any poor care worsened the progression of the dementia, which is always a relentlessly

No	Questions	Response
		progressive illness, even with excellent care.
6.	<p>Hillingdon Carers have received feedback from a number of carers about the long waiting time in outpatients. As a carer of a patient with dementia it can be frustrating and difficult waiting for a long time.</p>	<p>Department of Health's National Dementia Strategy 2009. First National Dementia Audit 2010. An extensive action plan has been written to address issues identified in the audit and this aligns with the existing hospital action plan. Dementia has been selected as Hillingdon's DoH QIPP work stream and will include all areas of the hospital including outpatients and A&E.</p> <p>The matron in charge of outpatients, as well as other key clinical staff have received training from the dementia services centre at Stirling University and now form the hospital's dementia group, responsible for making these changes to improve the care of people with dementia across the hospital</p>
7.	<p>I understand that patients are being sent to "In Health" which operates from a car park at Mount Vernon or Lidl car park in Hayes. Are patients being given an informed choice as to whether to opt for "In Health" or the hospital service?</p> <p>What is the service if anything goes wrong with the hearing aids, as I understand there is no permanent service site within the borough and patients may be sent to Wembley or Twickenham to get their hearing aids repaired?</p> <p>Are the batteries used by these hearing aids obtainable within the borough?</p>	<p>Feedback from Outer North West London Cluster (NHS Ealing, NHS Hillingdon and NHS Hounslow)</p> <p>The services provided by In-Health are part of the five-year London Diagnostics Contract and therefore patients across the whole of London are able to access them. The audiology services provided by In Health in Hillingdon are provided within Mobile Units at both Bishopswood Hospital and the LIDL Car-Park in Uxbridge Road, Hayes. These services are on Choose and Book, however, patients are provided choice and continue to be able to be referred to/attend Hillingdon Hospital.</p> <p>Patients are given contact details at the time their appointment for any problems with devices, which includes the provision/collection of batteries. When patients make contact with In-Health they are advised of the next local session when audiologists are available, however, if this is not appropriate they are also advised of other locations within a reasonable distance.</p>