

AGENDA MANAGEMENT SHEET

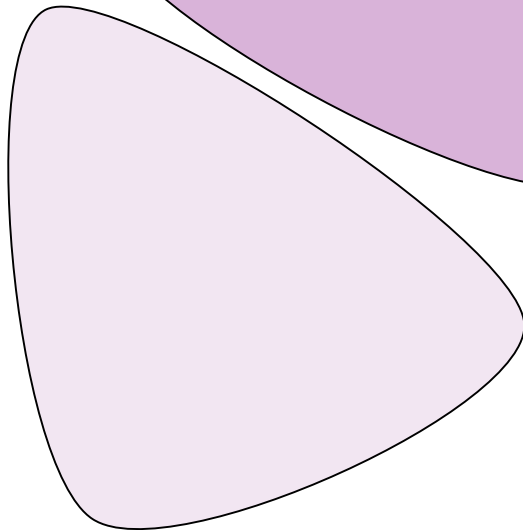
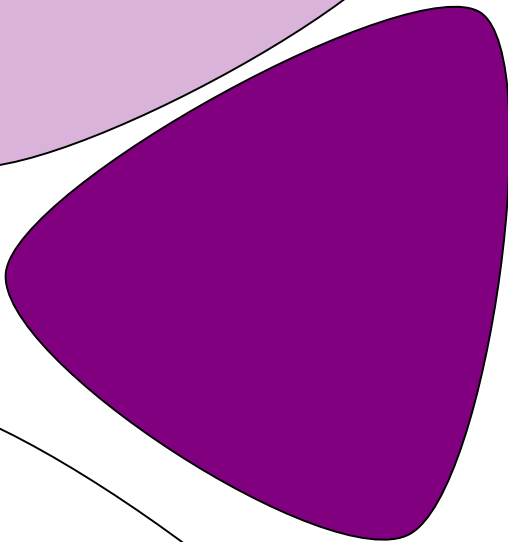
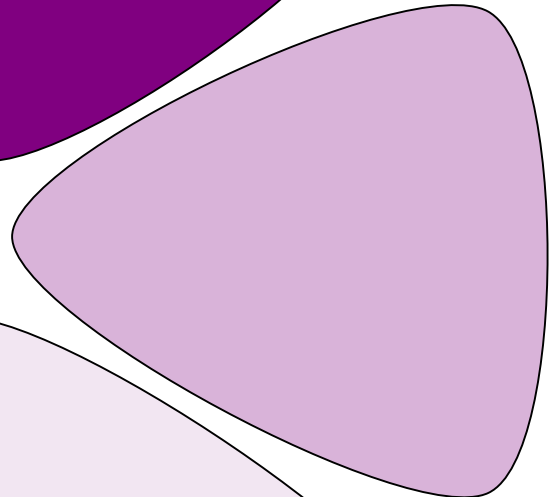
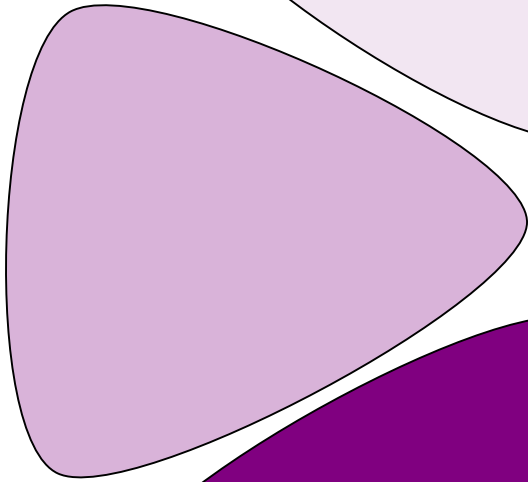
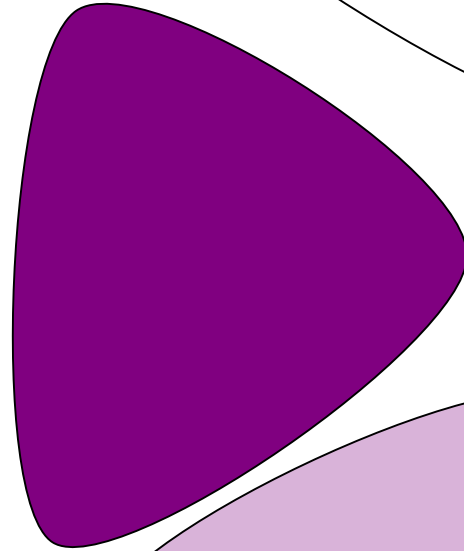
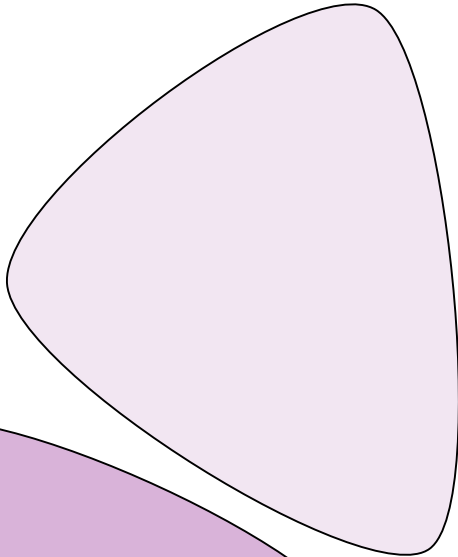
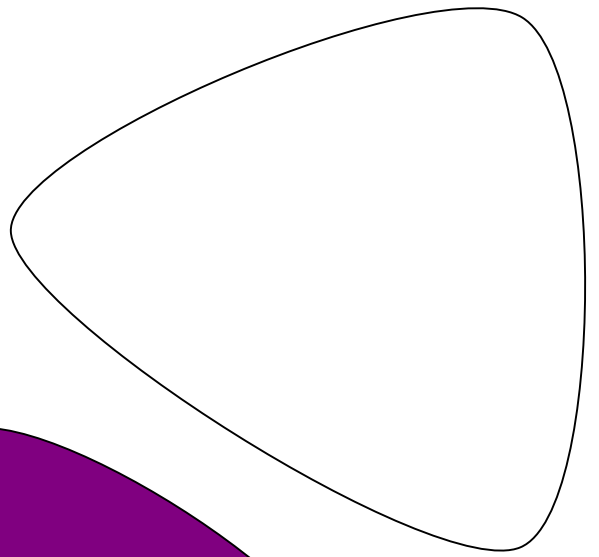
Name of Committee **Health Overview And Scrutiny Committee**

Date of Committee **11 July 2007**

Report Title **Patient and Public Involvement Forums -
Annual Reports 2006-2007**

Summary Copies of the annual reports of the Coventry PCT
PPIF, PPIF South Warwickshire General Hospitals
and the UHCW PPIF are attached for information.

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Annual
Report for
2006 - 2007



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What is a PPI Forum?

A Patient and Public Involvement (PPI) Forum is a statutory body of local people assigned to review and monitor the work of an NHS Trust. Established in December 2003, the PPI Forums were specifically created to ensure that the NHS is accountable to all communities and service users and that is a transparency to all aspects of health care. Defined by the NHS Reform and Health Care Professions Act (2002), the PPI Forums have real powers. They may inspect NHS premises, request information from NHS Trusts, and make recommendations for services changes to suit the needs of patients. There is one PPI Forum for each NHS Trust throughout England and are completely independent of the Trust they are assigned to monitor.

All PPI Forum members are volunteers who give their time freely. They are supported on a local level by a Forum Support Organisation. In the case of this PPI Forum, that Forum Support Organisation is Touchstone, part of Midland Heart Group. The contact details for the Forum Support Organisation are below. On a national level, the PPI Forums are coordinated and supported by the Commission for Patient and Public Involvement in Health. If you would like more information about Patient and Public Involvement Forums then you may contact the Forum Support Organisation at:

PPI Forum Support Organisation
Suite 21
4th Floor
Tower Court
Foleshill Enterprise Park
Courtaulds Way
Coventry
CV6 5NX

Or you can visit www.cppih.org

Summary of activities

The biggest challenge to the Forum during the past year has been to remain focused on the projects in hand during a climate of uncertainty to its future. This uncertainty has led to membership volatility with a number of resignations coupled with the difficulty of obtaining new members. I would like to hereby thank the hard core of Forum members who have soldiered on with unstinting enthusiasm. We are still no nearer to knowing how the LINKS organisation that is to replace us will look but we hope there is still a place for independent and impartial patient groups like ours and that it doesn't become a focus for the single interest pressure groups.

The adverse financial situation, redundancies and individual topics like phlebotomy have provoked much correspondence with the Coventry Primary Care Trust (PCT). The result of this has been much improved communications and the Forum now enjoy regular meetings with the joint Chief Executives and other senior staff members on both general and specific topics where they are considered to be of patient concern. The Forum has now been asked to have a representative on the Editorial panel of the Health magazine produced by the PCT for the general public.

The Young person's survey has now been completed by the Forum and is now under analysis before being distributed. It gives a detailed picture of the thoughts and concerns of young persons over 16 on the health services throughout the city.

The survey of Young Carers conducted in conjunction with the Community Engagement Group of local Forums has been well received and presented to the Coventry Overview and Scrutiny Committee concerned with health and social services. As a result of this survey further work of a similar nature is planned in Coventry.

The PCT project to provide new facilities in the Swanswell area of the city (LIFT Project) has been beset by delays in producing a business plan but we have been urging the PCT to keep the public informed even if there is no progress as to the reasons for the delay.

All of our projects this year have indicated that there are listening and communication problems with health matters across the city but we hope we are helping to rectify this wherever possible.

Finally I would once again like to thank the other Forum members for their supporting difficult times and express our appreciation for the invaluable assistance given by the Forum support staff whose positions always appear to be clouded by uncertainty.

George Keay
Coventry PCT PPI Forum Chair

Community engagement

PPI Forums are in place to ensure all community groups are able to have a say in how their local healthcare is provided. To assist in this, PPI Forums carry out regular community engagement activities. Listed below are the activities that the Forum has carried out over the previous year:

The Schools Project, collecting the opinions of 16-19 year olds regarding the health service. The sixth forms of six comprehensive and special schools were visited – Stoke Park, Finham Park, Tile Hill Wood, The Woodlands, Corley and Alice Stevens. Rob Dowe will complete a report, summarising the findings, including the results from over 200 completed questionnaires.

A project examining the health service provision for homeless people was launched via a presentation by Lynn de Souza {The Anchor Centre Manager}

Coventry PCT PPI have been part of a Coventry and Warwickshire initiative, looking at health issues for older men. Rotary and Probus Clubs, Sports and Leisure Centres, Men's Church Groups an Age Concern group and The Irish Fellowship Society have been visited.

Introductory talks were given, questions answered and questionnaires answered.

Generic engagement activities in the Coventry area took place at Coventry Age Concern, Coventry Sports Centre, the Irish Friendship Society and University Hospital Coventry and Warwickshire. Over one hundred questionnaires have been collated on spread sheets.

The Young Carers Project involving Coventry and Warwickshire was completed. Reports were sent to all relevant PCT's and Trusts; and a presentation was given to Coventry Council Overview and Scrutiny Committee.

David Spurgeon
Coventry PCT PPI Vice Chair

Projects carried out in 2006/2007

Young Peoples Project

1. Engage 16-19 year olds on health matters, to ascertain their views and involvement in health. The project follows up a pilot study held at Sidney Stringer School.
2. The forum contacted secondary schools in Coventry to take part in the project. This was facilitated through a meeting with Balbir Johal ([Advisory Teacher Citizenship, PSHE & Equalities](#)). Four Secondary Schools plus two Special Schools took part. Each school was visited to engage Post 16 opinions, plus each student completed a questionnaire. The schools that took part were:
 - a. *Tile Hill Wood*
 - b. *Woodlands*
 - c. *Finham Park*
 - d. *Stoke Park*
 - e. *Corley Special School*
 - f. *Alice Stevens Special School*
3. The results will be analysed and a report of the findings will be sent to those schools expressing an interest in them, in addition a copy will be sent to the PCT and other interested parties.

Rob Dowey
Coventry PCT PPI Forum Member

Projects for 2007/2008

Homeless Project

The objective is to establish how homeless people within Coventry access medical services and how easy it is for them to receive treatment, what are the problems they may encounter and do they feel it is difficult to receive treatment.

The forum have wrote to all the local groups that work with the homeless and aimed to retrieve answers to the following questions posed to them:-
What were the medical services they provided if any and how the services were provided.

Lynn de Souza {The Anchor Centre Manager} gave a presentation to the forum about the services they provide.

Since this project is still in development the forum have decided to commence with the project within their new work plan 2007-08.

Diane Tolley
Coventry PCT PPI Forum member

Projects for 2007/2008

Young Carers in Coventry

Following on from the positive response to the Young Carers Survey, in April 2007 the Forum made a second visit to Coventry City Council's Overview and Scrutiny Committee. As a result of the outcomes of this presentation, the Forum decided to take another look in more depth at Young Carers views of the health service in Coventry. This will involve engaging with a number of agencies and departments who have responsibility for Young Carers.

David Spurgeon
Coventry PCT PPI Forum Vice Chair

Statement for the Trust's Annual Health Check

Each year, NHS Trust's need to complete an Annual Health Check to show how well they are performing. Each Trust rates itself against 24 Core Standards and key external groups are also invited to comment on their performance. PPI Forums are one of these external groups. Below is the comment that the PPI Forum provided for this year's Annual Health Check:

The Forum has again enjoyed an excellent relationship with the trust and its officers and believes itself to be seen as a critical friend rather than an adversary. As well as attendance at board meetings the Forum has been involved in direct discussions concerning patient activities with the joint Chief Executives and other senior members of the Trust staff. The meetings with the Chief Executives have been particularly beneficial as prior to their inception our only source of information had been the local media and so it has been enlightening to obtain information direct from the source.

Papers for Board meetings and those on other major topics are regularly received either to the support office or direct to member's home addresses. The Forum has always believed in effective communications to ensure information is readily available and are very gratified to be invited to sit on the Editorial panel for the Trust's public newsletter to give the patients' perspective.

Trust staffs regularly ask to attend forum meetings to showcase proposed plans before their inception in order to gauge potential reactions from people outside of the Trust and these have been very well received by Forum members.

The greater part of the Forum's work this year has been concerned with core standards 17 and 18 and we are happy to say progress has been made but two areas of concern still exist - the trust consulted the public in the Autumn of 2005 concerning the provision of a central location for services to replace the now closed Coventry and Warwickshire hospital. Nearly a thousand citizens of Coventry completed the questionnaire.

Whilst we understand that progress on the outline business plan needed to be delayed because of several new initiatives nevertheless it appears the timetable is receding with regular monotony. As our concern is for patients we would not like to see this project severely diluted or abandoned altogether and with it much needed facilities for the citizens of the area. Many elderly, infirm or disabled people are finding it difficult to get to the extremities of the city for treatment and this is against the principles of treatment closer to home. Our community engagement work throughout the year suggests that there are still some members of the public who are having difficulties obtaining appointments with their general practitioners in spite of official data to suggest otherwise. We intended to investigate this with a project but acquiesced to

overtures from the Trust not to proceed so as not to conflict with the Department of Health survey that was being conducted during the year. If our contacts with the public suggest that the situation has not improved we intend to bring it the forefront of our thinking in the coming year in order to ascertain the definitive position.

Declaration of accuracy

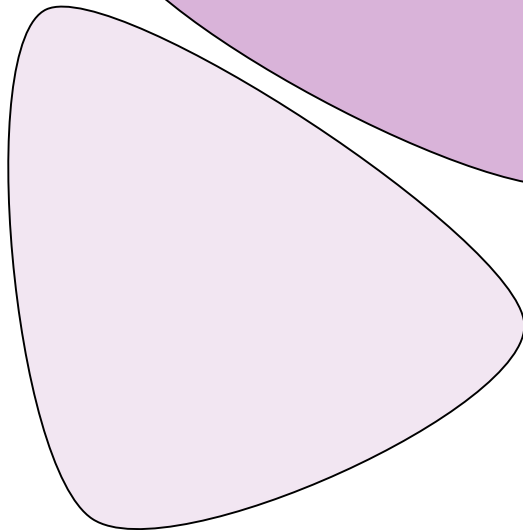
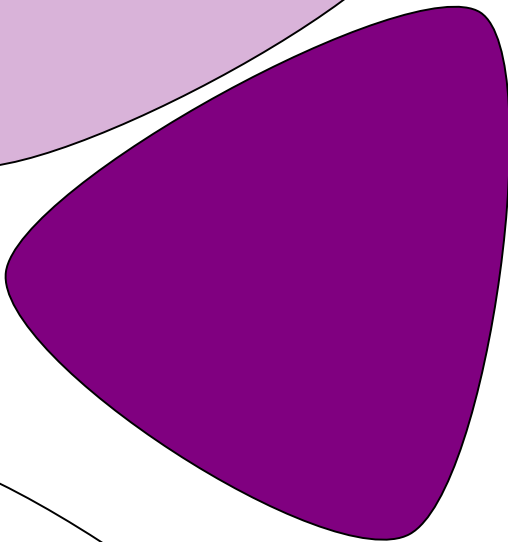
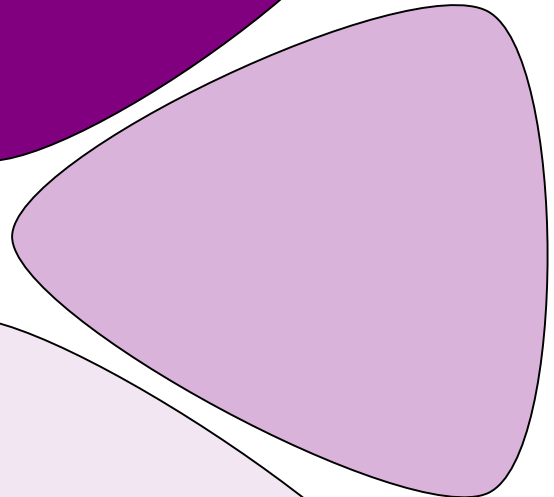
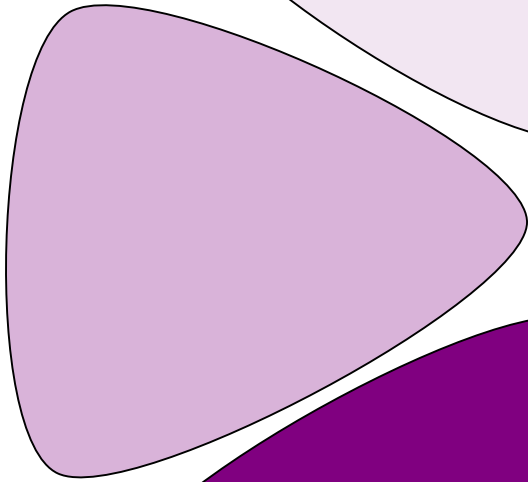
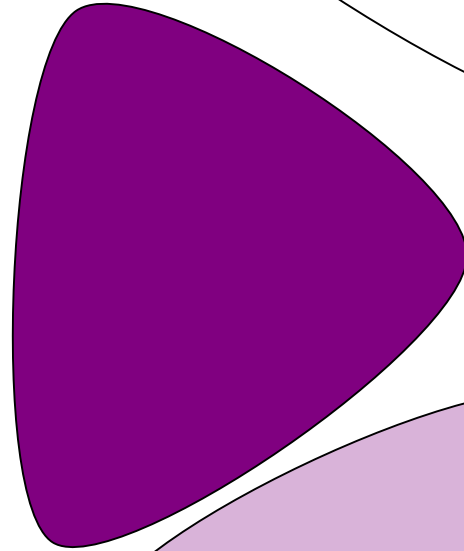
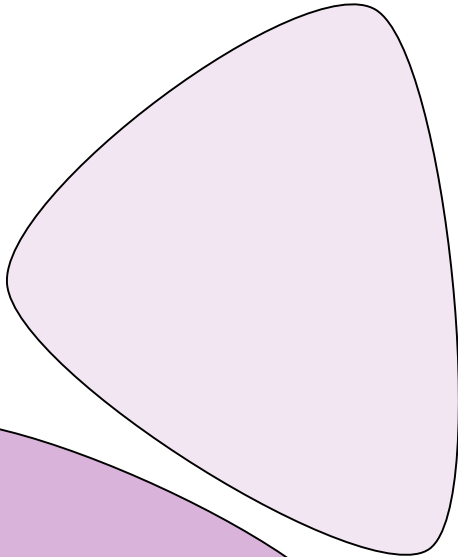
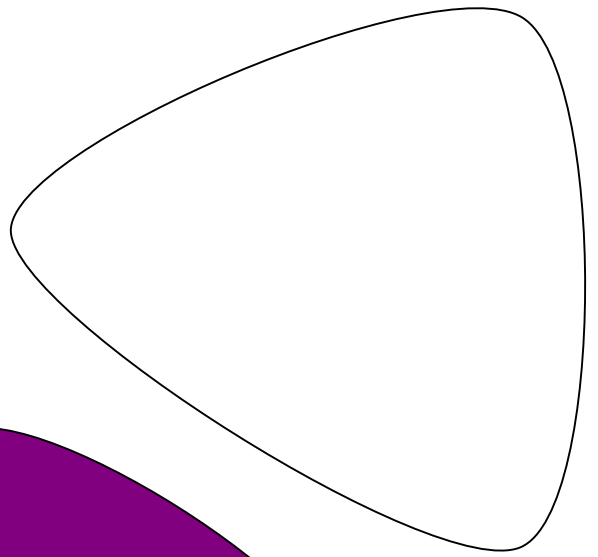
As the chair/vice chair/members of the Coventry PCT PPI Forum, I/we can confirm that this document contains a true and accurate portrayal of what the Forum has achieved in the past year and what they hope to achieve in the coming year.

Signed:

Date:

Forum members:

George Keay (Chair)
David Spurgeon (Vice Chair)
Colin Tysall
Rob Dowe
Diane Tolley



**Annual
Report for
2006 - 2007**

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What is a PPI Forum?

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PPI Forum Support Organisation
4-6 Clemens Street
Leamington Spa
CV31 2DL

Or you can visit www.cppih.org

Chair's Report

The Forum has continued to function well during a year of uncertainty. The Acute Services Review, and the press publicity surrounding it, has made it difficult to focus on the day-to-day issues that concern patients. The hospital and its services have come quite well out of the review and our members are pleased to be involved in some of the changes and developments as a result.

The other uncertainty has been over the future of PPI's generally but our members are very involved in what they do and intend to continue with a full workplan. Some of our most successful work has been with the inspections for cleanliness and credit for that must go the co-ordinator who has ensured that the hospital welcome our constructive criticisms. This is we feel a real service for patients and public alike.

Our most successful innovation has been the establishment of **CHIEF** (Community and Hospital Information Exchange Forum) chaired by the Forum and held every other month. The aim is to establish a body of *informed* opinion to counter the rumour mongering that went on during the Review. The meeting considers two topics in depth for an hour each– one chosen by the hospital where they are seeking the public's view on new developments and the other by members of the forum in order to be better informed about the services on offer. Members of CHIEF are representatives of community bodies such as Age Concern, CVS, and the Afro Caribbean Project.

We have established an effective relationship with the Trust as critical friends and whenever a new working group is established we are usually invited to join. Where there are areas that we are not yet happy about we will continue to pursue the matter. One such area is Discharge and another is the Choose and Book system.

During the year we have not lost any members of the Forum and a new member from the Asian community has joined us. We are well-supported by our FSO.

The Forum has been represented on the following committees:

- **SWGHT Trust's Public Board Meetings**
- **SWGHT Trust's Equality and Diversity**
- **Warwickshire Overview and Scrutiny Committee (OSC)**
- **SWGHT Trusts' Ambulatory Cancer Care Group**
- **Arden Cancer Network Meetings**
- **SWGHT Trust's Better Hospital Food Group**
- **SWGHT Trust's Hospital Cleanliness Meeting**

- **SWGH Trust's Governance Committee**
- **SWGH Trust's Stakeholder Committee**

The Forum has held 11 meetings in the last 12 months, all of these meetings are held in public.

Val Davis
SWGH PPI Forum Chair

Community Engagement

PPI Forums are in place to ensure all community groups are able to have a say in how their local healthcare is provided. To assist in this, PPI Forums carry out regular community engagement activities. Listed below are the activities that the Forum has carried out over the previous year:

Young carer's project

As part of a Coventry and Warwickshire wide PPI Forum Project, Forum members attended various young carer groups to find out their views on the NHS. For South Warwickshire the groups where:

South Warwickshire Young Carers – Westbury Centre

South Warwickshire Young Carers – Tyler House

A report on the Forum's findings was sent to the Chief Executive of South Warwickshire General Hospitals and other key stakeholders.

Men's project

During the previous year several visits were made to community groups to explain the work of the forum and to gather views and data on Health Services in South Warwickshire. Due to the composition of these groups we ended with data heavily weighted towards the female view perhaps because the ladies are more interested!

To counter this in 2006/7 a programme of visits deliberately leaning the other way were arranged. This resulted in presentations and questionnaires to the following organisations in South Warwickshire:

Stratford-upon-Avon Rotary Club

Shipston-upon-Stour Rotary Club

Springboard (Kenilworth men's church group)

Stratford-upon-Avon Probus Club

All this data together with analysis and comment is contained in a report to be issued in June 07.

Ron Grant
SWGHPPI Forum Member

General community engagement

The Forum also engaged with a variety of other groups to find out people's general opinions on the NHS:

South Warwickshire Breath Easy Group

Culworth House (retirement scheme)

Senior People's Forum (South Warwickshire)

Parkinson's Group (South Warwickshire)

Blood Pressure Group (Kenilworth)

Youth for Christ (Kenilworth)

Projects carried out in 2006/2007

Infection Control/Cleanliness Inspections

Members of the public at some point in their lives either come into the hospitals as visitors or patients and they want to have a hospital which functions within a clean and safe environment. The Forum's aim is to work with the hospital in continually improving that environment.

The Forum has built up a good relationship with Hospital Hotel Services, Modern Matrons, Infection Control Dept. and the Facilities Dept. Members have also attended Infection Control Courses. Each inspection is carried out with our own pro forma.

On the same day as each cleanliness inspection, forum members discuss their findings with staff from Hospital Hotel Services. A report is then written and Hospital Hotel Services develop an action plan based on the findings in the report. Members return to "spot check" the area and finally all the reports are sent to the Health Overview and Scrutiny Committee and the Chief Executive of the hospital. A list of our inspections can be found on our notice board in the outpatients of Warwick and Stratford Hospitals and members of the public can hear about our inspections by attending our meetings in public or by asking our Forum support Office.

This year we have inspected the following areas:

Mary Ward

48 Hour Ward

McGregor Ward

Willoughby and Beaumont Wards

Guy and Oken Wards.

Spot checks have been carried out on A&E, Fracture Clinic and 48 Hour Ward.

Members of the Forum have also been the lay members on the annual Patient Environment Action Teams (PEAT) inspections which are carried out in every hospital and are nationally scored. These inspect a large part of both Warwick and Stratford hospitals.

We are also in regular contact with the PALS (Patient Advice and Liaison Service) Manager who is able to tell us if there are areas of the hospital about which patients or visitors have expressed their concerns. The Forum is the only independent group which inspects the hospitals for cleanliness.

Members of the Forum who take part in this project are very knowledgeable about hospital cleanliness, infection control and PEAT procedures and we intend to continue to develop that knowledge. Our inspection pro forma will also be reviewed particularly to improve the section on Patient Care and Dignity. During each inspection we speak to patients and their families and it is an opportunity for them to raise any issues. We also want to include the new patient "dignity" promises which are now being used in each ward. The Forum also intends to continue our inspections throughout the coming year and I would like to thank all the members who have given up their time to work on this project.

Jackie Prestwich
SWGH PPI Forum Vice Chair

Projects carried out in 2006/2007

Discharge Policy and Practice

Background information:

During the year 2005 - 2006 the group decided to follow up anecdotal concerns about delays occurring within the Discharge process.

A meeting was held with the Discharge Co-ordinator who talked through the Hospital Discharge Policy, it appeared that use of the discharge lounge was variable, and there were also complaints from patients and staff about delays in obtaining TTOs ('drugs to take home') from the Pharmacy.

The following actions were undertaken by the group during 2006 -2007

9th March 2006 - a visit to the Discharge lounge was carried out and a report sent to the Director of Operations.

(June 2006 - the Discharge Lounge was closed)

A query still exists concerning the amount of notice patients receive about their discharge

6th July 2006 - A visit to the Warwick Hospital Pharmacy proved very informative and highlighted problems of geographical position with the hospital complex, communications difficulties, and reduction of staffing levels. A report was sent to the Director of Operations.

28th September 2006 - A visit was carried out to the Pharmacy at UHCW with a view to seeing how the process of handling TTOs could be speeded up. Several interesting innovations were noted - use of air-tubes to deliver prescriptions, increased use of pre printed prescriptions, increased presence of Pharmacists on wards.

Again a report was sent to the Director of Operations.

30th October 2006 - a letter was received from the Director of Operations confirming the relocation of the pharmacy and increased centralisation of Pharmacy services.

She also confirmed that the Discharge Co-ordinators would look again at the recommendations in the Discharge protocol that the pharmacy be given 24 hours notice of discharges as this does not appear to be realistic.

We have been rigorous about reporting all our investigations to the relevant personnel at Warwick Hospital and would like to thank staff for their generosity in giving up their time to talk to us.

We are also grateful to the management at the hospital for their acknowledgement of our communications and responses to our comments.

Gemma Davies
SWGHI PPI Forum Member

Projects carried out in 2006/2007

Access for Groups with Specific Needs

A major part of the remit of PPI Forums is to improve access to healthcare for all sections of the local community. South Warwickshire General Hospitals PPI Forum identified people with learning disabilities as a group who might experience problems in accessing quality healthcare and we set out to discover if this was in fact the case.

Methodology

- We convened a reference group of six young people with learning disabilities to seek their views and ideas and met with them on a number of occasions
- We enlisted the help of Julie Day, until recently the Acute Hospital Liaison Nurse for Learning Disabilities
- We carried out desk research into the health of our target group
- We interviewed four such people about their experience in Warwick Hospital using a structured oral questionnaire conducted by a member of our reference group who could read and we recorded their responses.
- We convened a group six carers to ascertain their views and experience
- We visited 2 day centres to interview a number of people at each

Key recommendations

- More staff training awareness on how to care for people with learning disabilities. PPI offers to arrange this training in the first instance to the Ward Managers
- A volunteering opportunity: help these patients and also the elderly at mealtimes. Appropriate training would of course be required for these volunteers
- Carers to be recognised in hospital with badges
- Doctors to talk to the patient as well as the carers
- Earlier appointments/operations for patients with learning disabilities to avoid potentially distressing waits
- Ensure multi-agency discharge case conferences happen
- Where possible, don't leave patients in open A and E
- Recognise and use the patient passport
- Have picture information for most procedures and for menu cards, to add to those already available
- Wherever possible, have same sex nurses to give baths, etc to adult patients with learning disabilities

Val Davis
SWGHS PPI Forum Chair

Projects carried out in 2006/2007

Better Hospital Food – Red Tray Scheme

The PPI Forum was asked for representatives for the above group, Pat Gagg and Keith Bell agreed to attend the meetings led by Mark Rowland's head of Facilities.

Objectives

To be a patient and public voice with regard to food issues in the hospital, and to help the group with any projects that they felt were applicable.

Outcome of project to date

At the meeting held in October, the trial of the Red Tray scheme, which was conducted on Charlcote and Guy Wards was discussed. It was agreed to extend the pilot and at the end, members of the PPI helped the hospital staff to conduct an audit into the use of Red Trays. This took place on the 3rd January 2007, and gave the hospital valuable information good and not so good on how the scheme was working. The Audit highlighted some problems which needed to be resolved before the Red Tray Scheme could be rolled out to the rest of the hospital.

A meeting was held on the 11th January to go through the audit results, and talk through the issues and concerns found. The group agreed that the scheme should be adopted by all wards, as it meant that patients who were unable to feed themselves, or had difficulties would be assisted.

The Red Tray scheme was meant to go live in February, but there were technical problems with the manufacture of the trays, this has now been resolved and the live date is the 23rd April. All other things are in place i.e. menu cards, magnetic strips, red stamps to mark the patients meal sheets with 'Red Tray'. It is proposed to do another audit when the scheme has been running for a few weeks, this will be carried out by hospital staff and the PPI Forum members.

The issue of protected meal times was also discussed, this is where the ward is closed whilst patients have their meal, and this includes ward rounds by the doctors, X rays etc. The Dieticians and the PPI agreed that the main meal of the day was lunch, and this should be "protected". This was adopted and is in the process of being put into practice by the hospital.

We feel this has been a very positive partnership with the hospital so far, and we hope to be involved as other projects are started.

Pat Gagg
SWGHI PPI Forum Member

Projects carried out in 2006/2007

Cancer Care – Ambulatory Cancer Care Service

The establishment of this specialised service has been delayed for a considerable time by financial stringencies, and then, later on, by the organisational changes to the PCTs.

The Professionals involved have worked extremely hard to keep the project alive, and as their patient representative, I have attended their quality implementation team meetings. We were kept up to date with meeting targets for cancer treatment, and they dealt with many other practical local issues. By December 2006 the group ceased to meet because of the uncertainties of reorganisation. The good news is in March 2007 Dugdale Ward was refurbished as the medical centre to provide ambulatory cancer care, and is now receiving regular patients.

I also represent the forum on the Arden Cancer Network – the government sponsored group, concerned with community care and support for cancer patients in the West Midlands. In June 2007 they will be participating in a networking and information day at the Shakespeare Hospice, Stratford.

Elizabeth Watson
SWGHI PPI Forum Member

Projects for 2007/2008

Patient Information

The Forum has been involved in reviewing new patient information and leaflets from the patients' perspective, ensuring that they are easy to understand and jargon free.

All Members

New Projects for 2007/2008

Please see the Forums Work Plan for more details on the upcoming year's projects.

Outpatient Experience

The aim is to determine issues with the new system and report back to the Trust to make improvements – with a particular focus on access to this service amongst the very elderly, and to ascertain patients views and on improving the service.

The relevant forum members involved will familiarise themselves with Choose and Book procedures and continue their research via patient interviews/questionnaires – patients views in outpatients.

Val Davis
SWGHI PPI Forum Chair

Young Carers

The aim is to re-visit the South Warwickshire Young Carers Group and feedback the results of the report and ascertain any issues re post hospital discharge

The forum members involved will hold discussions with the young carers, and will aim to create a link with the South Warwickshire Young Carers Association and Nicola Pullman – Community Engagement Officer for further assistance.

Santosh Kundi
SWGHI PPI Forum Member

The following projects will also continue in 2007/08:

- **Infection Control/Cleanliness Inspections**
- **Cancer Care – Ambulatory Cancer Care Service**
- **Review Patient Information**
- **CHIEF {Community and Hospital Information Exchange Forum} Meetings**
- **Statement for the Trust's Annual Health Check**
- **Community Engagement**
- **Representation on Trust and other Stakeholder Committees**

Statement for the Trust's Annual Health Check 2007/08

Each year, NHS Trust's need to complete an Annual Health Check to show how well they are performing. Each Trust rates itself against 24 Core Standards and key external groups are also invited to comment on their performance. PPI Forums are one of these external groups. Below is the comment that the PPI Forum provided for this year's Annual Health Check:

The NHS Annual Health Check for South Warwickshire General Hospitals Trust: Contribution by the Patient and Public Involvement Forum South Warwickshire General Hospitals

This is the third year we have been invited to make comments on the Trust's performance seen from the perspective of the patients and the public. We have established a good working relationship with yet another Chief Executive and another Chair of the Trust Board. They would appear to have a much tighter rein on the finances and performance of the trust and are confidently talking about preparing for foundation status. It is not our intention this year to comment on every one of the core standards, some not being appropriate for the public to express a view and others where last year's comments would still apply.

Domain 1 – Safety

Core standard 4 - We now have six members of the Forum who have taken part in the hospital's infection control training so that we feel better equipped to carry out our cleanliness inspections. We have now inspected well over half of the wards at Warwick and Stratford, using our own proforma. After each inspection we feed back to the Hotel Services team and agree an action plan. We return a few weeks later to see if the action plan has been carried out. We have also started to carry out spot checks. The hospital would appear to welcome our reports which are also sent to Warwickshire Overview and Scrutiny Committee.

Our members are also part of the PEAT inspection team.

Domain 2 – Clinical and Cost Effectiveness

Core standard 8 Last year we welcomed the appointment of a discharge team but have been disappointed with the progress made in being able to discharge people into the community. An acute hospital is not an appropriate place for long term recovery and we would like to see the Trust having more say in the management of our community hospitals for the recuperation of patients.

Domain 4 – Patient Focus

Core standard 13 – This year we have carried out a project highlighting some of the problems people with learning difficulties have with their treatment in hospital. A group of young people with MLD presented our findings to a meeting of ward managers and would like to assist with more awareness rising, particularly for doctors and nurses.

We have been able to draw the attention of the Trust to the poor quality of the surroundings in the Bereavement Room in Maternity and the need to look again at the appropriateness of the present visiting hours.

Core standard 14 – The PALS Co-ordinator continues to be an invaluable liaison between the Forum and the trust. She ensures that all our concerns are channelled to the appropriate person and that we get a prompt reply

Core standard 15 – Forum members serve on the Eating Well in Hospital working group. Our proposal for a red tray scheme for those who need help with eating is being carried out. We were able to carry out an audit of its effectiveness. Our members have also been able to taste the hospital food during the recent PEAT inspection. Several of our members have recently been inpatients themselves and their biggest criticism of the catering was the lack of a cup of tea last thing at night. We would also like to see more prominent signs by each bed, alerting staff to cases of food allergies, deafness, dementia etc

Core standards 16 - We continue to edit the hospital's draft patient leaflets in an attempt to eliminate jargon or difficult terminology. A new problem is the need for information in different languages; locally we now have large communities of Poles and Portuguese. Interpreters are very expensive but a few translated leaflets would help.

Domain 5 – Accessible and responsive care

Core standard 17 - We are very pleased with a new initiative in partnership with the Trust. We run a bi-monthly public meeting to an audience of about 20 people representing different organizations in our community. The idea is to build a body of informed opinion in the community. Chaired by the Forum, each meeting has two topics – one where the Trust seeks the views of the public and one where the public wants to learn more about a particular service or specialism.

Also by using surveys and focus groups we have been able to compile reports to present to the Trust on a) young carers b) people with learning difficulties c) the elderly d) men.

Core standard 19 – We are very pleased that our A and E service remains after the recent Acute Services review. However, we believe it needs some tighter controls judging by some adverse reports we have received from patients and members of the public. We do recognize it is a difficult area of the hospital to manage with the added pressure of the Out of Hours Service located there.

Core standard 21. We have referred earlier to our work on cleanliness and we have certainly seen a marked improvement in the hospital environment in the last three years. Where new facilities have been set up, such as the new Cardiac Catheter Lab, the new outpatients reception, etc the facilities are very good. However, much of the hospital is old and we appreciate that with financial difficulties it is difficult to raise environmental standards everywhere. We welcome and are looking forward to the development of the new Ambulatory Cancer Unit.

Declaration of accuracy

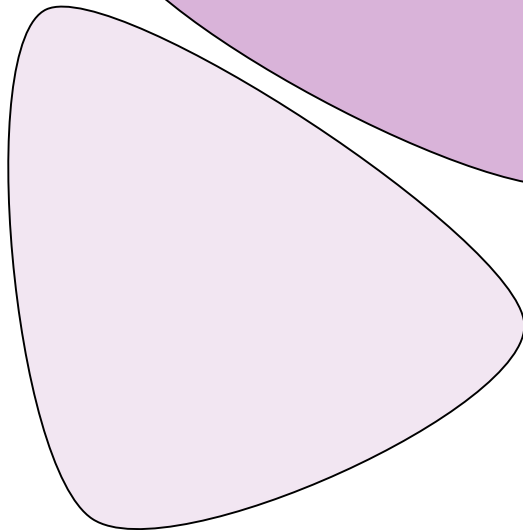
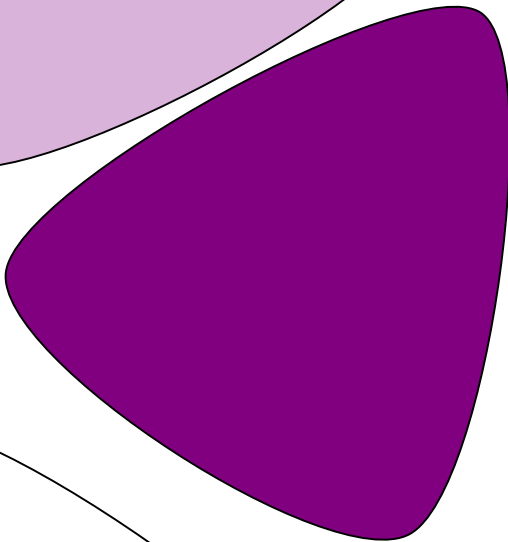
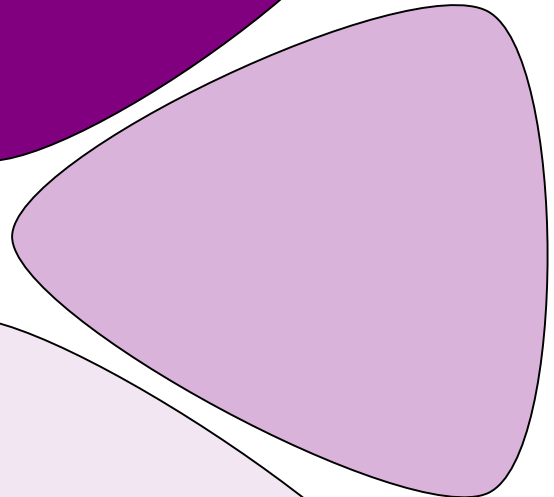
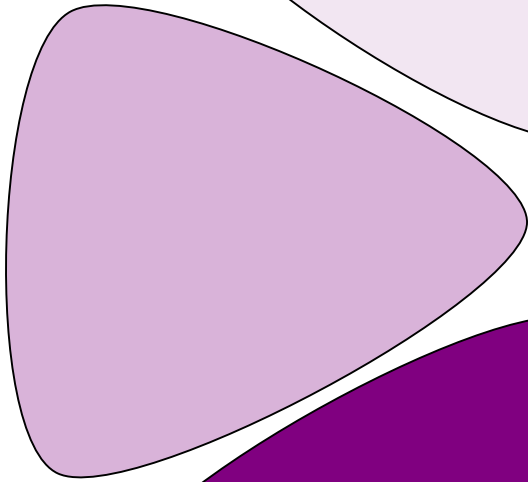
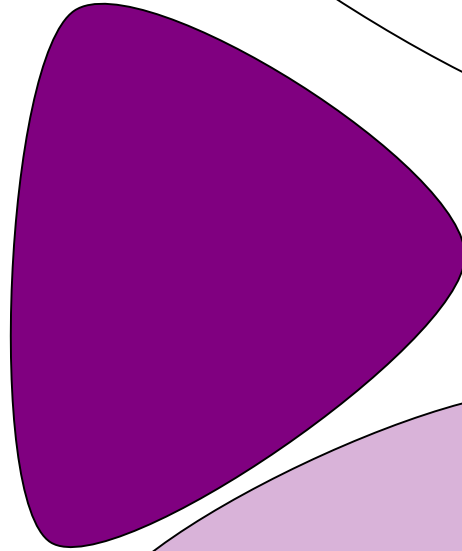
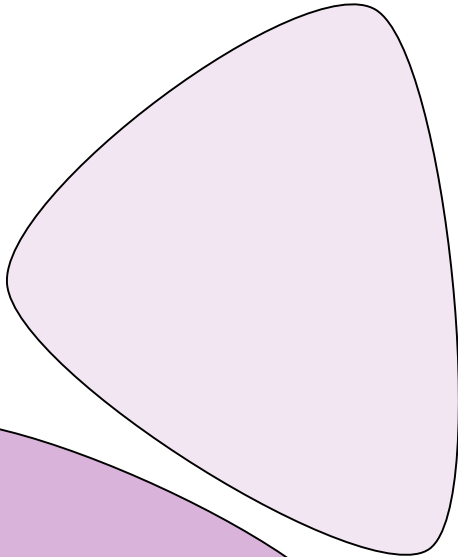
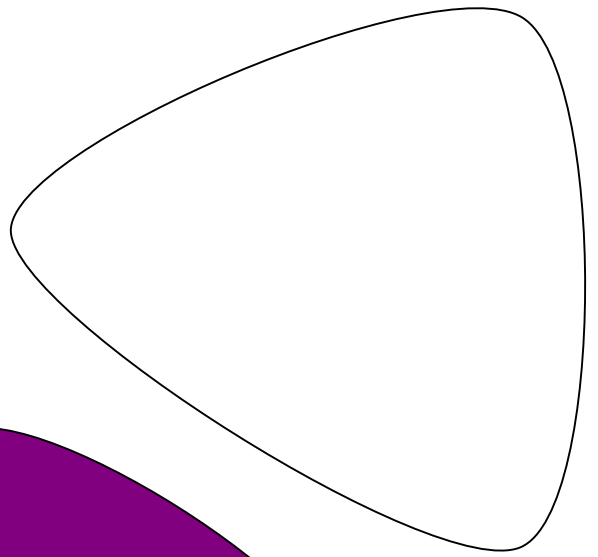
As the chair/vice chair/members of the South Warwickshire General Hospitals PPI Forum, I/we can confirm that this document contains a true and accurate portrayal of what the Forum has achieved in the past year and what they hope to achieve in the coming year.

Signed:

Date:

Forum members:

Val Davis (Chair)
Jackie Prestwich (Vice Chair)
Elizabeth Watson
Gemma Davies
Madeline Hamper
Ronald Grant
Stuart MacAulay
Pat Gagg
Anita Gillman
Roy Storr
Santosh Kundi
Vivian McFarlane
Keith Bell



Annual
Report for
2006 - 2007

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What is a PPI Forum?

A Patient and Public Involvement (PPI) Forum is a statutory body of local people assigned to review and monitor the work of an NHS Trust. Established in December 2003, the PPI Forums were specifically created to ensure that the NHS is accountable to all communities and service users and that is a transparency to all aspects of health care. Defined by the NHS Reform and Health Care Professions Act (2002), the PPI Forums have real powers. They may inspect NHS premises, request information from NHS Trusts, and make recommendations for services changes to suit the needs of patients. There is one PPI Forum for each NHS Trust throughout England and are completely independent of the Trust they are assigned to monitor.

All PPI Forum members are volunteers who give their time freely. They are supported on a local level by a Forum Support Organisation. In the case of this PPI Forum, that Forum Support Organisation is Touchstone, part of Midland Heart Group. The contact details for the Forum Support Organisation are below. On a national level, the PPI Forums are coordinated and supported by the Commission for Patient and Public Involvement in Health. If you would like more information about Patient and Public Involvement Forums then you may contact the Forum Support Organisation at:

PPI Forum Support Organisation
Suite 21
4th Floor
Tower Court
Foleshill Enterprise Park
Courtaulds Way
Coventry
CV6 5NX

Or you can visit www.cppih.org

Summary of activities

Throughout the year the Forum has been involved in a number of projects which has helped to maintain a close link with the UHCW Trust. In particular, the Forum has worked closely with Julia Flay, the Trust's PPI Facilitator, who has been supportive to the Forum Members.

With the future for all PPI Forum's across the country still uncertain it has been a trying year for the Forum Members. Some have decided to resign from the Forum rather than continue on under these conditions and this has had a significant impact upon the Forum. Membership has dropped considerably but those Members that have stayed continue to be assets to the service users of the UHCW Trust and continue to stay focused on the work in hand.

The Forum's main focal point during the year has been monitoring Infection Control and Cleanliness across the Trust's Rugby St Cross and UHCW sites. This has involved Forum Members visiting the sites, carrying out cleanliness inspections and reporting the findings to the Trust's management. The Forum will continue these inspections during the coming year.

The Forum is also actively seeking new members to help with its work programme.

The Forum has been, and will continue to be, represented on the following committees:

- **UHCW Non-Executive Board Meetings of the Trust**
- **UHCW Community Engagement Committee**
- **Coventry Health Overview and Scrutiny Committee (OSC)**

Kiran Cheema
UHCW PPI Forum Support Officer

Community engagement

PPI Forums are in place to ensure all community groups are able to have a say in how their local healthcare is provided. To assist in this, PPI Forums carry out regular community engagement activities. Listed below are the activities that the Forum has carried out over the previous year:

Young Carers project

As part of a Coventry and Warwickshire wide PPI Forum Project, Forum Members attended various young carer groups to find out their views on the NHS. For Coventry we visited the Princess Royal Trust Young Carers Group.

A report on the Forum's findings was sent to the Chief Executive of University Hospitals Coventry and Warwickshire and other key stakeholders.

Men project

Men were identified as a specific sector of the population that had been under-represented in previous Forum projects. Therefore the Forum engaged with several Men's Groups across Coventry and Warwickshire and visited a variety of venues to obtain male views of local health care services. The groups / venues were:

- ⇒ Coventry Rotary Club
- ⇒ Coventry Sports Centre (2 visits)
- ⇒ University Hospital Coventry and Warwickshire

General community engagement

The Forum also engaged with a variety of other groups to find out the public's opinions of local health care services, including

- ⇒ Irish Friendship Society
- ⇒ University Hospital Coventry and Warwickshire Outpatients department
- ⇒ Coventry University open day.

Projects carried out in 2006/2007

Monitoring Infection Control

Following reports in the media the forum felt that one of the main projects on the work plan should be monitoring cleanliness and infection control within the hospitals of the trust.

This was to determine if reports within the media were substantiated and what we as a forum could do to help both the public and the trust to improve these issues.

It was decided that forum members should invite the trust to produce their procedures and policies on infection control for us to read and bring ourselves up to date, we also invited the infection control nurse to come along to our meeting as a guest speaker to give us a presentation on infection control and then for the forum members to visit both Walsgrave hospital {old and new} and Rugby St Cross hospital to carry out our own inspection.

During our inspection we talked to staff, patients and visitors to obtain their views. We visited both sites for two days each – the first day we spent visiting wards and departments of our choice and the second day speaking to various staff from cleaners to consultants.

It was not feasible to visit Coventry and Warwick Hospital as it was due to be vacated.

After visiting each hospital one member accumulated all the data and produced a written report putting forward our proposed recommendations, the report was then checked and agreed upon by the forum members and then sent on to the trust for their comments.

The first report carried out against the Walsgrave site was met with some resistance from the trust, however our second report against Rugby St Cross hospital was received much better and more notice was taken against our findings. A reply was received accompanied with their action plan which clarified what specific areas they would be acting upon and improving, unfortunately it has not been possible for us at the time of writing this report to ascertain if the trust has acted upon our findings and recommendations.

We are currently making arrangements to revisit both sites for further inspection and to establish what changes if any have been carried out.

Karyn Beale
UHCW PPI Forum member

Projects carried out in 2006/2007

Outpatients Views on UHCW & its Services

Object of the visit:

To give out a questionnaires to patients in the Outpatients Department to try to ascertain their views of the new Hospital.

The patients were given a series of questions starting with their opinion of the new Hospital building and the surrounding area. Most of the answers were giving a good report on the building itself, most people said that the building is well designed and the facilities to a good standard and they considered it to be an excellent Hospital, but not everybody was happy.

The minor criticisms brought out such things as more automatic doors an in some areas, more windows. The real criticism was for car parking which was thought to be too expensive, overcrowded, and poor in many peoples opinion. Some thought the disabled were not properly catered for, both for parking and for access.

Other minor criticisms included such things as being too impersonal, and the food is not nice and the nurses ignore you.

When looking at the Services in the various departments then the replies indicated that about 5% were unhappy with and of the remainder two out of three were happy and the remainder fairly happy.

With regards to the question of how long did people have to wait for an out patient's appointment the following information was retrieved:

34 people had to wait up to 4 weeks,

19 had to wait up to 8 weeks,

21 had to wait up to 12 weeks,

11 up to 3 months,

3 up to 12 months,

2 up to 18 months and 1 for more than 18 months.

This information shows a position which wants following up and investigating.

Conclusion:

In most ways the people were reasonably happy, but the car parking was something which has to be looked into. Also the problem of cancellations is also an issue which has to be followed up.

Chris Gibbs
UHCW PPI Forum Chair

Projects for 2007/2008

Please see the Forums Work Plan for more details on the upcoming year's projects.

Phlebotomy Service within Coventry University Hospital

Due to community phlebotomy services being stopped in Coventry meant that the service would only be available from the University Hospital in Coventry. This has caused much disappointment amongst many people who used to rely on their GP's for the service – particularly affecting the elderly and patients with chronic conditions who need to be monitored regularly who now have to face long journeys and long waits for blood tests.

The Forum have decided to look into this in detail, to assess the service being run from the Coventry University Hospital and gain the views of the service users, especially with a number of people complaining about the current waiting times. Based on this particular issue the forum can look into this and clarify what are the causes for the delay and perhaps establish how it could be improved.

The following projects will also continue in 2007/08:

- **Infection Control/Cleanliness Inspections**
- **Statement for the Trust's Annual Health Check**
- **Community Engagement**
- **Representation on Trust and other Committees**

Statement for the Trust's Annual Health Check

Each year, NHS Trust's need to complete an Annual Health Check to show how well they are performing. Each Trust rates itself against 24 Core Standards and key external groups are also invited to comment on their performance. PPI Forums are one of these external groups. Below is the comment that the PPI Forum provided for this year's Annual Health Check:

Cleanliness & Infection Control

Although the forum is reasonably satisfied with the policies for infection control and the hospital staffs commitment to the sustained improvement of cleanliness and infection control at both Rugby – St Cross Hospital and UHCW, the MRSA and C.diff are still on the increase and the level of compliance with the policy of washing hands with alcohol gel is still poor. Visitors need to be made more aware and need to be somewhat educated about the importance of hand wash with alcohol gels and the importance of cross infection when visiting patients.

Gel dispenses need to be conspicuous for visitors – the forum members who previously carried out the cleanliness and infection inspection noticed that the dispenser gels are hidden behind the doors, and visitors are unaware of the procedure and notices are ignored.

*High Standard of hygiene and cleanliness needed and reduction of MRSA to be achieved as still on the rise.

Staff Uniforms

Although better but some staff still seem to be wearing hospital uniforms outside and this has also been witnessed by one of the forum members as they waited for a bus at Pool Meadow bus station.

Staff need to be educated about uniform cross infection when leaving the hospital premises.

Smoking {Patients}

A patient smoking outside of the hospital entrance is still continuing – and cross infection is always taking place.

Although it is the patient's prerogative – we feel patients with major illnesses and drips should remain within the hospital wards for infection control reasons.

Equipment

Radiology and other departments in hospital need to be made more aware of equipment decontamination. Equipment such as x-ray units, ultrasound probe must be thoroughly cleaned after each patient as it was noticed that no cleaning took place after a patient was x-rayed.

*C4 – All reusable equipment to be properly decontaminated prior to use.

Better relationships needed

The forum is still concerned about their relationship with the hospital chiefs, by only attending a Trust meeting doesn't necessarily build our relationships. The forum are only made aware of what is happening with the hospital via the newspapers – no information is delivered or discussed with the forum by the UHCW or Rugby St Cross

The forum is focused on re-visiting the hospitals on a regular basis to keep up to date with monitoring cleanliness and infection control especially within particular departments.

*C22-24 – Encourage trusts to work with the forum and discuss ward closures etc:

Declaration of accuracy

As the chair/vice chair/members of the University Hospitals Coventry and Warwickshire PPI Forum, I/we can confirm that this document contains a true and accurate portrayal of what the Forum has achieved in the past year and what they hope to achieve in the coming year.

Signed:

Date:

Forum members:

Chris Gibbs
Karyn Beale
Shagufta Khan
Joan Ward
Tom Stone
George Keay (Link member)