



A2A

National Access to Acute Network
www.nnldn.org



20th June 2006
Mansion House
Leicester Frith Hospital
Groby Road
Leicester
LE3 9QF

Minutes

Present

Rick Robson

Andy Hoof

Donna

Andrew

Ruth

David

Jainab Desri

Dawn Harbourne

David Hamilton

Sue Chapman

Janet Beech

Sue Jackson

Laura Summers

Rachael Murfin

Cheryl Gaskell

Louise Hammond

Jackie Fleeman

Sarah Lalljee

Marianne Duffy

Apologies

Kevin Eliot

Janette Devine

Rosemary Bolland

1. Death by Indifference

Discussion led by Laura Summers (see presentation attached) with key points written on flip chart.

- National Inquiry has been ordered by the Secretary of State, with Sir Jonathan Michael as Chair. Rick to write and introduce the expertise of the network.
- Meeting established with Mencap to take place 25th July to discuss the campaign strategy.

- Debra Moore (VPST) informed of the lack of Acute Liaison Nurse posts across the country.

2. A & E Grabsheets

Presentation on the grabsheets and their usage in Leicester, led by Marianne Duffy and Laura Summers

3. Patient Diaries Pilot

Jackie Fleeman presented the project that she has been developing (Presentation attached and appendix 2).

4. Leicester Hospitals Disability Equality Scheme

Service Equality managers from Leicester hospitals group (Deb Baker and Karl Mayes) described their work. (Presentation attached).

5. Outpatients Pathway Pilot

Marianne described the work that she has so far developed through adapting the NHS Lothian documents.

6. Any other business

Regional updates attached from:-

- West Midlands (appendix 1)
- Yorkshire & Humberside (Minutes & papers– separate attachment)
- North East (appendix 3)

Communication Book.

- Sarah Lalljee has updated the Surrey Oakland's Communication Book and it has been forwarded to the VPST website.

Date of Next Meeting

19th September 2007

**Priorslee Campus, University of Wolverhampton
Telford**

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Regional Updates

Regional (West Midlands) Access to Acute (A2A) Hospitals MeetingCoventry 6th June 2007**Present**

Sherryl Gaskell (Chair, Coventry)
 Dawn Harborne (Solihull)
 Sandra Nightingale (Coventry)
 Louise Hammond (Coventry)
 Rick Robson (Shropshire) - apologies

Jeni Graham (Warwickshire)
 Helen Morris (Shropshire)
 Karen Breese (Shropshire)

Previous Meeting/updates

Introductions were made; Jeni was welcomed to the group Dawn was thanked for organising the speaker

Sherryl informed the group about a conference she had attended in York and talked about how Links will replace Patient Forums. The commission for Patient and Public Involvement in Health will close and there will be a Link network in each Local Authority area.

Links

Links will be a network of people and Organisations or groups. They will be able to represent the views and ideas of lots of different people.

They will not take over from groups that work at the moment .They should be able to make it easier for groups to have their say about local services.

When will Links happen?

It is expected that Links will start from April 2008; there are 9 early adopter projects already across England

More Information

www.cppih.org

Go to the knowledge Management System (KMS)

Go to changing NHS

Links, Early Adopter pages

www.dh.gov.uk

Search for 'Local Involvement Networks'

Links bulletin

www.nhscentreforinvolvement.nhs.uk

Register on Home Page

Main Agenda Item**National Patient Safety Agency**

Presentation from Wendy Martin (East midland area)

Any other business

The Regional A2A will merge with the Health Facilitators regional network from the next meeting which is

Thursday 6th September 2007

2-4pm

Oliver House, Solihull.

1

Derbyshire **NHS**
Mental Health Services NHS Trust


Patient Diaries

Jackie Fleeman
June 2007

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Derbyshire **NHS**
Mental Health Services NHS Trust

Background




- David Ainsworth – Service Improvement Manager, Derby Hospitals.
- Award winner - 2004
- Patient Diaries completed by patients selected at random
- Not retrospective.
- Analysed and feedback to ward/dept – catering, noise, water etc
- Service improved in response – common themes

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Patient Diaries



- Key stages in patients experience:
- Outpatient
- Arrival at the ward
- Going to/from theatre
- Communicating the surgery
- Going home
- 'reflect feelings and experience'

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Could we use this for people with learning disabilities?

Include your thoughts and feelings about the procedure, how well informed are you, are your questions answered well, do you understand what will happen to you, do you know who is performing the procedure?

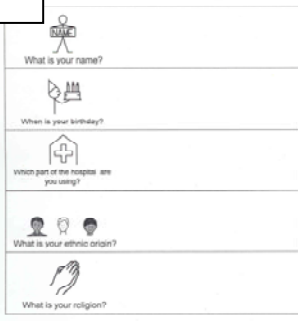
Example question

- Needed to be able to read and write.
- Used terminology people with learning disabilities might find difficult to understand.
- lengthy

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Patient Hospital Diary.



- Diaries adapted
- Paperwork tried with people attending Dental Day Case Unit.
- Paperwork amended.
- Carers/ Supporters page added.
- Eye clinic
- Small numbers
- Problem identifying people with a learning disability.

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Similar Project

- Report from the Health Champions Project Scotland (2004)
- Ten people- contact with NHS
- Identified 'What was good' 'Not so good.'
- Complement the info and feedback the NHS has from other sources

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Next Steps



- Improvement from feedback.
- Sort out the identification of people who have learning disabilities coming into the DRI.
- Repeat exercise in another unit.

Update from Regional A2A – North East

Last meeting held 8th June in Scarborough.

- Group now has representation from several areas across the regions of North East and Yorkshire & Humber.
- Training was the focus of the last meeting and included the following:
 - Approaches to training (some people offering learning disability awareness raising training opportunistically, others co-ordinating a more in-depth programme of training). Approach used by North East Lincs, of working with a local drama group (Dreamcatchers) who do a play of some common issues faced by people with learning disabilities, which is then supplemented by staff from the learning disability team, appears to be very successful.
 - Resources for training. Some of the different videos available were discussed. The group would like to develop a range of resources that any of us could use, part of this has been the production of several common scenarios that can be used in training. Scenarios so far are : Moving/lifting and handling; Tracheostomy, Eating and drinking; General anxiety; Vulnerability. With each of the scenarios a list of triggers/issues to consider is included. Once completed these will be circulated around the network and possibly added to our area on the website:
 - Other resources – some areas have developed some accessible info/teaching resources for use with people with learning disabilities:
 - Scarborough – People with learning disability as a minority group. Travel training.
 - Middlesbrough – Having a Mammogram and Breast Screening. Cervical screening/colposcopy and bowel screening being developed.
- Usual updates from the different areas and sharing of ideas.
- Next meeting will focus on:
 - Working with PALS, with some areas bringing a representative from their local service.
 - SHA leads for learning disability, hopefully attended by both.

Allison Williamson

19/06/07