

A₂A

Improving the Patient Experience

www.A2ANetwork.co.uk

Held at the

**Education & Learning Centre
South Staffordshire & Shropshire
Healthcare NHS Foundation Trust
Stafford**

on

15th December 2011

Minutes

Present

Karen Breese
Jane Bennett
Denise Polhill
Sharon Hicks
Ruth White
George Badiali

Helen Mycock
Rachel Richards
Lindsey Heald
Stephanie Brinklow
C Hardy (Student)
Teresa Wylie

Apologies

Allyson Kent (A2A Chair)
Bernadette Oakes
Daniel Marsden
Sara Palmer
Jayne Davies
Sharon Pritchard

Nicola Keer
Sharon Pritchard
Mary Fairgrieve
Sally Francis
Nicola Keer

1. Introductions, welcome & quick updates.

Karen Breese

- Brief introductions were made by those present and welcomed to the meeting and apologies noted.
- The new "Terms of Reference" discussed.

ACTION – Contact Allyson Kent (Chair) to find out who are the Virtual Leadership Team and how can they be contacted.

- New logo options discussed – queried why it is to be changed?
- George Badiali – shared details of A2A Conference sent out on the LD Health Network - Getting it Right for pwld to be held in Nottingham on 18th April 2012 – shared with those present. See Appendix 4 (Flyer)
- Helen Mycock (National Health Programme Manager for Mencap. Sits in the National Support Unit. Peter Warburton in post last year)
 - “Getting it Right” – general hospital roadshows.
 - Simply Health gave funds of £50k to increase the number of hospitals signed up to the “Getting it Right” Charter.
 - One day “Road Shows” held at 20 hospitals – consisting of 3 workshops, display stands, local and national groups raising awareness of what local groups and support is available.
 - 61 hospitals expressed an interest – chose those hospitals that aren’t signed up to or don’t have Acute Liaison Nurses in post
 - Blue Apple Theatre – helped to produce a patient journey DVD. See Appendix 3.

2. Guest Speaker Sharon Hicks – Severn Hospice Shrewsbury and Telford Hospice

Quote

***“A life has never ended until
all the lives it has touched have ended too”***

- Sharon talked through the presentation she has produced on her project work “Widening Access through Nurse Leadership” – end of life care for people with learning disabilities:- see attached - Appendix 1.
- Easy Read leaflets have been produced for People with Learning Disabilities. These leaflets have proved to be useful and are now being used for other patients, including those with dementia and the elderly.

3. John’s Story

Denise Polhill, Health Access Nurse, South Staffordshire & Shropshire NHS Foundation Trust

- Denise talked through her presentation regarding “John’s” patient pathway at the Royal Shrewsbury Hospital; from the initial assessment through the various departments involved and the outcome. See attached - Appendix 2.

4. Updates

- **Karen Breese – West Midlands**
 - West Midlands Quality Review Service - inspection of Shropshire, Telford & Wrekin area – awaiting written feedback. Verbal feedback was positive.
 - Update of Community Nurse roles

- Challenging Behaviour Service now established in Shropshire.
- Health Facilitation Training now established with multiple outcomes.

▪ **Ruth White (Coventry)**

- New in post – the Health Access Team has been disbanded. Outcome is big change in the role of Community Nurses in the LD Service
- The post covers 2 hospitals and is part time (2 days per week)
- Dual role – liaising/link
- Provides LD Awareness training for Hospital Staff and LD training for clients.

▪ **George Badiali – East Midlands**

- Ambulance Services are now receiving Learning Disability Awareness Training, with a workbook and DVD (Ann Marie Chapman),
- 3000 staff will have had some form of awareness training so that when patients attend emergency they are able to recognize an LD patient and ask for their Hospital Passport and Carry Cue Cards to aid communication.
- EOL Care Toolkit for residential homes – national piece of work and received a highly commended reference at the Nursing Times awards.
- East Midlands have developed a magnetic menu selection system with photographs of different food items according to the Hospital Menu. This is not only helpful for LD but also dementia, ESL. Great visual concept
 - difficulties were making it portable and linking it with the hospital menu.
 - to be trialed with dementia patients.
- There is an Acute Liaison Nurse, Health Facilitator in **EVERY** Hospital in the East Midlands.
- Working IHAL to do an audit.
- When enthusiasm is shown for project work we have to “run with it” – let people know what we can do.

▪ **Denise Polhill** (Health Access Nurse – Shrewsbury)

- Denise has been in post for 1 year.
- Facilitated links to the Maternity Service and provides monthly LD Awareness Training – this training to continue next year.
- Produced a Care Pathway for LD in Maternity Services.
- Community Nurse links – Health Access Nurse is now part of the Community Team and attended the Community Nurses Meetings.

- The post is Monday – Friday 9-5. Issues - re the post sitting with the LD Trust and not within the Hospital e.g. Hospital Number (different IT systems).
- Facilitates the Link Nurse Meetings which are held every 3 months at Royal Shrewsbury Hospital and Princess Royal Hospital (Telford):-
 - Sharing Best Practice
 - Update reports.
 - There is an issue with attendance (being released in work time). Many participants come in their own time and know someone with a learning disability.
 - Guest Speakers provide valuable training e.g. Audiologist at the last meeting covered Hearing Aids.

▪ **Lindsey Heald (Leicester)**

- Discussed her role as a Learning Disability Nurse working in hospital. This led to an in-depth discussion of the value of LD Nursing both in the Community and Hospitals.
- The “Uniform” issue discussed and how the hospital staff see/respect the LD Name badge once the LD Nurse post becomes established.

▪ **Rachel Richards** (Children’s Acute – pre birth to 19 years)

- Specialist LD service
- Midwifery Services refer LD patients – flag up if Learning Disability/Mental Health problems
- Run Sleep Clinics
- Provide Screening
- Partake in Fetal Alcohol Syndrome research
- Run Parenting Groups
- Provide a Sex Education within Special Schools (6 sessions per year).

Any Other Business:

Resources

Better targeting of resources is now essential to our services:-

Useful Website

Helen Mycock – shared the link to Plymouth Website demonstrating a good example:-

<http://www.plymouthhospitals.nhs.uk/ourservices/clinicaldepartments/learningdisability/Pages/ForPatientsandCarers.aspx>

Freddie's Story

Helen Mycock, Mencap

- Helen shared "Freddie's Story" a 20 minute training film for everyone working in healthcare including students, nurses, doctors and receptionists. It is about the experience of a couple of people with learning disabilities experiences of healthcare (available on DVD). See Appendix 3.

A2A Website – www.A2ANetwork.co.uk

- No news

A2A – Questions

Uniforms

- Discussed the request send out recently on the issue of uniforms.
- (From the replies received so far it appears to be 50/50)
 - As an LD Nurse it doesn't feel right to wear a uniform but it does command more respect when in hospital – especially when hospital staff recognise the value of LD nurses.
 - LD Nurses need to ensure that hospital staff are clear about the role of LD Nurses.
 - Knowing your clients feelings towards uniforms can ensure their needs are accommodated.
- Conclusion reached by those present was that:-
 1. Uniforms don't work well in Community settings – clients are more at ease.
 2. Uniforms work well in Hospital settings – respected by hospital staff.

Uterine Fibroids Request

- One reply received with an easy read leaflet see Appendix 5