

The Older People's User Group

**Minutes from meeting held on 19 January 2017
Classroom 11, Education Centre**

Present: Maureen Brown, Sonia Eland, Jenny Pickering, Crys Rapley, Jenifer Hawkins, David Walker, Carol Panting, Fran Friston (Matron), Deborah Reeve (Suffolk Family Carers Support Worker), Marianne Houshmand (Age UK Suffolk), Pam Talman

Apologies: June McKay, Becky May (Matron)

Agenda Item	Key Points	Action
17/01	<p>Welcome and Apologies</p> <p>Welcome and apologies noted</p>	
17/02	<p>Minutes of last meeting (15 December 2016)</p> <p>The minutes of the meeting held on 15 December 2016 were approved as a true record.</p>	
17/03	<p>Action Log</p> <p>Matters arising from previous minutes were discussed and the action log updated. Items will be removed if closed, moved to monitoring or kept open as appropriate.</p> <p>Frailty Assessment Base unit – the patient information leaflet for the unit will be circulated to members when available. This will remain on the log until complete.</p> <p>Members are keen to visit the new unit. Pam to contact Renee Ward to arrange.</p> <p>The new unit continues to work well. Unfortunately, the funding for the pilot for a SFC support worker to be based in the unit on certain days will cease at the end of January. SFC workers will continue to action any individual requests made from the unit. OPUG members are keen to see this individualised service continue and will support where able.</p> <p>Further updates/discussion to take place at the next meeting – March agenda item.</p>	<p>Remain</p> <p>Action</p> <p>Action</p>
17/04	<p>IHUG headlines from meeting held 16 December 2016 <i>(standing item)</i></p> <p>These were shared with the group prior to today's meeting.</p>	
17/05	<p>Forward planning:</p> <ul style="list-style-type: none"> • 'Mealtimes Matter' - it was agreed that this item be deferred to the next meeting. 	<p>Action</p>

	<ul style="list-style-type: none"> • ‘Intelligent Compassionate Care <p>Concerns were raised by members relating to those patients who do not have or need a carer; but do live alone. They felt that on some occasions those particular patients are not always given the same support as those with a named carer. It has to be recognised that although patients may not need or have a carer they all need the same information, empathy and appropriate care/conversations.</p> <p>Fran informed the group that within the inpatient MDT records, full, relevant details are asked from a patient before admission, with relevant details being asked before discharge. Daily board rounds take place to discuss all patients and their particular needs; capacity assessments also take place where necessary to ensure that correct support is in place. The outpatient process is slightly different in that they would use a pathway document, again, details would be recorded.</p> <p>Fran suggested that members may find it useful to see copies of each of the documents used; these will be available for the next meeting.</p> <p>It was further suggested that Tracey Wakeling, Surgical Nurse Consultant be invited to the next meeting to inform members on the surgical documentation/processes.</p> <p>Personal stories were shared and Fran said it was disappointing to hear any negative patient experience. It is always encouraged that if anyone has a concern to raise, they should in the first instance, if appropriate, discuss with the ward staff who can deal with it at the time and hopefully prevent any escalation. PALS (patient advice and liaison service) are also available for any concerns/advice.</p>	<p>Action</p> <p>Action</p>
17/06	<p>Any other business</p> <ul style="list-style-type: none"> • Pam to contact estates to establish proposed location of the ‘Changing Places’ toilet. <p><i>Following today’s meeting, it has been confirmed that this will be located near to the GP out of hours service/physio department.</i></p> <ul style="list-style-type: none"> • Members would like to formally thank the trust for acting on their recommendations relating to the wheelchair audit. This will be passed to Paul Fenton, Associated Director of Estates. • Fran informed members that there is a volunteer recruitment drive at the moment, hoping to increase the numbers of ward-based volunteers. <p><i>There seems to be some confusion relating to the volunteer web</i></p>	<p>Action</p>

	<p><i>page in that it states that the hospital is currently unable to accept any applications. Fran will contact Robbie Payne, Voluntary Services Coordinator for clarification</i></p> <ul style="list-style-type: none"> • David asked if the Dementia Project Board meetings are to continue. Pam to check with Julie Sadler. 	<p>Action</p> <p>Action</p>
17/07	<p>IHUG feedback form (<i>standing item</i>)</p> <p>Nothing to take forward at this time.</p>	
17/08	<p>Next meeting</p> <p>Thursday 9 March, 1400 – 1500, Seminar Room 3, Education Centre.</p>	

