

Older People's User Group

**Minutes from meeting held on 09 March 2017
Seminar Room 3, Education Centre**

Present: Sonia Eland, Jenny Pickering, Crys Rapley, David Walker, Becky May, Esther Pacitti, Richard Wall, Gill Orves, Sarah Higson, Pam Talman

Apologies: Maureen Brown, Jenifer Hawkins, Carol Panting, Deborah Reeve, Marianne Houshmand, Tracey Wakeling

Agenda item	Key Points	Action
17/09	<p>Welcome and Apologies</p> <p>Attendance and apologies noted. In the absence of Maureen, Becky will take on the role of chair.</p> <p>Sarah, Patient Experience Lead, Gill Orves, IHUG Chair and Richard Wall, IHUG vice chair attended today's meeting to offer their support to the group in forward planning.</p>	
17/10	<p>Minutes of last meeting (19 January 2017)</p> <p>The minutes from the last meeting held on 19 January 2017 were agreed and approved as a true record.</p>	
17/11	<p>Action Log from last meeting (19 January 2017)</p> <p>Frailty Assessment Base patient information leaflet – this is currently with Design Services following changes made to the last draft copy; this will be shared with the group as soon as available.</p>	Remain on log
17/12	<p>IHUG headlines</p> <p>IHUG headlines from meeting held on 20 January 2017 shared with group for information.</p>	
17/13	<p>'Mealtimes Matter' – updates – Becky</p> <p>No formal update available yet, although improvements have been noted. Currently looking at replacing the 'red' trays which are not always suitable with red non-slip place mats.</p> <p>Jenny informed Becky of observations made whilst on Woodbridge ward around hydration and nutrition. Becky agreed to discuss this further with the ward sister.</p>	Action (BM)
17/14	<p>Visit to FAB unit by group – feedback – David and Jenny</p> <p>David and Jenny were very impressed with the whole environment overall. Each consultation room has its own workstation to enable staff to be able to check or enter details at the time without having to leave. Each room has its own colour theme; all spotlessly clean with</p>	

	<p>very friendly and helpful staff. Their only slight concern is that the central seating area did seem rather noisy. Becky will take this back to the nurses to raise awareness.</p> <p>Becky reported that the unit has been nominated for a PEN (Patient Experience Network) national award. The award ceremony is taking place in Birmingham on 21 March. Fingers crossed! A detailed poster has been designed for the award ceremony and will be displayed outside the unit after the event.</p> <ul style="list-style-type: none"> • In the first year, 99.86% of patients recommended the service • Of the 694 surveys completed, 657 patients were extremely likely to recommend the service, 36 patients were likely to recommend the service and one patient was neither likely or unlikely to recommend the service • A total of 931 patients were seen in the first year • 90% returned home, 31% with additional support or review • 3% were stepped up into intermediate care beds • 7% were admitted to hospital. <p>Admission documents – Becky shared copies of the documents with the group. This will be an agenda item for the next meeting to allow detailed discussion to take place.</p> <p>Hospital volunteer web page – there had been some confusion at the last meeting on volunteer recruitment and the statement on the web page stating that the hospital is currently unable to accept any applications. The group requested clarification on current position. Becky to contact Robert Payne, Volunteer coordinator.</p> <p>Dementia Project Board meetings – these meetings continue. David to keep group updated. This will be an agenda item for the next meeting for more detailed updates.</p>	<p>Action (BM)</p> <p>Action (PT)</p> <p>Action (BM)</p> <p>Action (PT)</p>
17/15	<p>Suffolk Family Carers – updates – Esther</p> <p>The pilot funding for a SFC support worker to be based in the FAB unit on specific days has now ended, although both Debbie and Esther are always available to give advice and support and carers packs are available within the unit.</p> <p>Becky updated the group on a project around PJ Paralysis. We know that if patients stay in their pyjamas or gowns for longer than they need to, they have a higher risk of infection, lose mobility, fitness and strength, and stay in hospital longer.</p> <p>If we can help patients get back to their normal routine as quickly as possible, including getting dressed, we can support a quicker recovery, help patients maintain their independence and help get them home sooner.</p> <p>It was agreed that this would be an agenda item for the next meeting.</p>	<p>Action (PT)</p>
17/16	<p>Surgical documentation/processes – Tracey Wakeling</p> <p>Tracey was unable to attend today's meeting; this item to be deferred to the next meeting.</p>	<p>Action (PT)</p>

