Minutes of meeting held on 13 July 2018
Edith Cavell, Education Centre 1300 - 1500

Present
Gill Orves - Chair
Richard Wall - Stroke Services (joint vice chair)
Cliff Oakley - Hotel Services (joint vice chair)
John Abbott - Musculoskeletal Action Group
Alex Garle - Diabetes User Group
Harriet Lucas - Learning Disabilities Action Group
Graham Noble - Cardiology Services
Jenny Pickering - Cancer Services
Crys Rapley - Older People
Gordon Scopes - Diabetes User Group
Vicky Thomson-Carr - Pain Management
Ken West - Parents Group

In attendance
Sarah Higson - Head of Patient Experience
Linda Hoggarth - Suffolk Disability & Health Action Group
Elizabeth Storer - Healthwatch Suffolk
Steve Bruce - Patient Experience Insight & Improvement Officer
Pam Talman - Patient Experience Administrator
Alison Smith - Director of Community Services (agenda item 18/46)

Apologies
Stephen Pryke - Liver Disease Action Group
Marielena Giner - Patient and Public Involvement Officer, IESCCG
Paul Fenton - Director of Estates and Facilities
Elaine Noske - Non-executive director
Roger Blake - LD Liaison Nurse
Claire Thompson - Director of Nursing (Ipswich)
David Grimmer - Suffolk Family Carers

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<th>Item</th>
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| 18/41  | Welcome, Introductions and Apologies  
Welcome and introductions; apologies noted. |
| 18/42  | Chair’s update:  
On June 4 most members of IHUG met informally to discuss the proposed restructure of IHUG and to discuss our vision for IHUG under the new ESNEFT organisation. We came up with a list of things we would like to get either more involved with or ideas for new things we’d like to get involved with. There was a real appetite for embedding IHUG more within the |
hospital and although we are already fairly ‘hands on’ we would definitely like to become even more so. We discussed the impact of the communities and agreed that we will be more than willing to work with the community hospitals and indeed beyond if required. There is still an awful lot of work to be done, but we are well on the way to what we hope will become an even better and more effective IHUG. The future, which looked at times quite daunting a few months ago, I believe has now turned into a more exciting future and one where we are keen to create our own opportunities to make sure the patient voice is heard at every level. We are really keen to promote working in partnership with staff to help to improve the patient experience.

We’ve continued to carry out ‘Adopt a Ward’ and played the part of relatives in the Sim Centre receiving lots of requests to assist with staff training during the Autumn. Jo Wesley has kindly offered to run a training session for us during August. Members have attended various committees including the SPACE group, charitable funds, Medicine Safety Committee and Infection Control. Yesterday Graham was filmed for a video, which will be used for pre operation education for patients undergoing general surgery. This is part of a project to improve post op recovery by minimising complications.

John and myself offered to review the new ESNEFT website before it went live and give our feedback to Anna Turner. We were largely complimentary about the new site which was created in a very short space of time, but also offered constructive criticism which Anna was very grateful for. It was good to have the opportunity to make a difference and to have our honest opinions valued. We’ve now been tasked with looking at all the user group information and to provide updates where necessary.

It does feel as if IHUG involvement within the trust has slowed up a bit, as we are concentrating on working towards what will become the new version of IHUG and with the focus on the creation of ESNEFT opportunities to get involved in things have taken a bit of a back seat. However, we have been asked by Neill Moloney to “be ambitious” and we are all keen to take up the challenge. The restructure should give us the opportunities to work with a wider group of staff and to truly embed the idea of IHUG and staff working in partnership.

18/43 Confirmation of previous meeting minutes (25 May 2018)

The minutes of the meeting held on 25 May 2018 were approved as a true record.

18/44 Action Log and feedback forms

**Action Log**

Website content feedback/comments – members were all given the opportunity to comment on the new website content. This action can now be closed.

Pre-tests of the website – members were given the opportunity to pre-test the website and feedback. This action can now be closed.

Accessible Information Standard and linking to appropriate letter formats – Sarah will follow this up with Gerry from the transformation team and feedback at next meeting.
‘For monitoring section’ – brief updates:

**Pharmacy:**
- TTA turnaround – the target to dispense a TTA in pharmacy is 90 minutes; the performance for June was 82 minutes
- The ‘home tomorrow, TTA today’ campaign was a success (commended by non-exec director) but requires a constant focus to get TTAs written sooner. The aim is to have the TTA written the day before discharge or before 12 midday on day of discharge. This is a challenge with the length of stay reduced with improved patient flow. We are producing ward performance data which we intend to feed back to ward sisters and consultant teams each month; this will hopefully improve focus and allow peer review. We are also working with IT and transformation teams on making the TTA status more visible, to enable discharge coordinators, ward coordinators and pharmacy identify TTAs when written so they can be processed and assist in highlighting to doctors those that still need writing
- Junior doctor pharmacist ‘buddy’ programme (a development in supporting junior doctors in their first year with us) – each will have a pharmacist ‘buddy’ to support their prescribing and be available to ask any questions they have
- Merger with Colchester – this will see the policies and guidelines merge and will optimise care through the sharing of best practice. With regard to pharmacy and medicines optimisation, this will start with the medication policy and a joint medication safety officer to ensure safe medication practice initiatives are shared and implemented over both sites

**Catering:** no additional updates for today’s meeting.

**Feedback forms to take forward:**

**Musculoskeletal Action Group**
*Last year MAG was involved in helping Wendy Webb to develop a series of questions aimed specifically at patients using the musculoskeletal services. Two members of MAG have recently been involved in gathering patient feedback using Meridian questionnaires in the musculoskeletal department. Feedback given was around the length of time the questionnaires take to complete, especially relevant in a clinic/outpatient environment. Is there a similar questionnaire at Colchester? MAG feel it is essential that there is a single process and set of questions for gathering patient feedback across the East Suffolk and North Essex NHS Foundation Trust. MAG is keen to remain involved.*

Sarah will make contact with Wendy to ascertain current position/plan going forward.

**Diabetes User Group**
*Members have reported that some GP blood tests passed to the hospital have been returned for retest as they have not been tested in the required timeframe.*

Sarah will contact appropriate staff to ascertain the process and where the system is falling down.

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<td>Brief updates given:</td>
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On 1 July 2018 Ipswich and Colchester merged to become East Suffolk and North Suffolk NHS Foundation Trust

The NHS 70 year celebrations took place throughout the hospital with each department holding their own in-house events. There were also charitable and community events held

Creating a group within logistics looking at how we can move forward by embracing technology

Creating a clinical strategy led by Barbara Buckley, Chief Medical Officer to become a better joined-up organisation aligning with the STP and Alliances

‘Winter’ planning – discussions taking place

Looking at all business plans to ensure wise spending

Patient representatives will be involved once the first draft documents have been developed

Full trust board papers can be found on the website: https://www.esneft.nhs.uk/about-us/how-we-work/trust-board-meetings-and-minutes/

### Update on Ipswich and East Suffolk Alliance

**Alison Smith, Director of Community Services**

The Ipswich and East Suffolk Alliance Strategy 2018 – 2023 has been developed by the Ipswich and East Suffolk Alliance of Ipswich Hospital, Suffolk County Council, Norfolk and Suffolk Foundation Trust, Suffolk GP Federation, working with Ipswich and East Suffolk CCG, our wider district, borough, voluntary and community partners – sets out a clear vision, mission, set of values, goals and aligned activities for the transformation of health and social care over the next five years.

The plans are built on discussions with the public and staff, together with partnership working between organisations over many years, drawing on local evidence of needs, understanding of national policy and the ambition of our wider Sustainability and Transformation Plans.*

Alison delivered her full presentation, the summary of which stating:

- We have information, inspiration and aspiration to change the way our families, friends, neighbours and community receive care that will keep them well and support them when care is needed
- We are committed to listening to and adapting how we work, what we provide to ensure that we provide services that not only fulfil what is required, but also to do this well, enable you to keep your independence, receive care at or close to home whenever possible and give you opportunities to avoid becoming unwell
- We will work together with our communities to establish partnership working where we reduce duplication, time wasting and work with technology to support innovation and improvement

Questions put to Alison from IHUG.

Question:
What about mental health?

Response:
We recognise that we need to improve the awareness/support in mental health and are working toward providing this before people reach ‘crisis’
point. This is a huge undertaking but we need to come together and share
information; there is a compelling need to change the way we do things.

Question:
IHUG represents Ipswich and the community; we have had information on
Aldeburgh, Bluebird Lodge and Felixstowe but not enough information
about other hospitals/areas you link with. Can you provide please?

Response:
Alison gave an overview of the staff who work across our communities and
suggested that one of the integrated teams come to IHUG to give more in-
depth information of their roles and daily working. IHUG in full agreement of
this suggestion.

Question:
What can IHUG do to help?

Response:
Alison will provide IHUG with the full draft strategy for their
comments/feedback - however demanding or challenging the comments
may be, they are welcomed.

She also added that there is a real focus on children's services where it is
recognised that we need to support those children who are more at risk of
suffering health problems before they need our health services. There is
already a link to primary schools to identify those children who need support
with mental health – we also need to support those children who do not get
to school.

We all have a responsibility to recognise that we need to change and work
together to achieve those changes.

*Sustainability and transformation plans (STPs) will be developed across the
NHS from 2016/17 with the goal of building services around local areas,
rather than institutions.

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<th>18/47</th>
<th>Additional updates – standing item</th>
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<td><strong>Voice 4 Change:</strong></td>
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<td>• A sleep survey will be running over the summer period</td>
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<td>• Ipswich School drama students are keen to work with us on a Christmas panto – will keep you updated</td>
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<td>• The transitional work continues. Diabetes will be the pilot site with a transitional meeting taking place on Monday.</td>
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<td><strong>Learning Disabilities Action Group (LDAG):</strong></td>
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<td>No additional updates.</td>
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<td><strong>LD/Autism parents/carers group:</strong></td>
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<td>Discussions/actions from the most recent meeting held include:</td>
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<td>• Meeting with Pharmacy to discuss TTO delays</td>
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<td>• Meeting with Bookings to discuss delays associated with bookings</td>
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<td>• Discussed how we could measure patient experience for people with LD/autism</td>
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- Discussed the Safety pod (a piece of equipment for light restraint) – it may or may not be useful

Ipswich and East Suffolk CCG:
No additional updates for today’s meeting.

Suffolk Family Carers:
- **Family Carer Friendly Award** – we are doing the FCFA again in the hospital - wards and outpatients are, as we speak, completing their assessment tools. Assessment dates are 28 August and 5 September with assessors drawn from Suffolk Family Carers, West Suffolk hospital, Carefirst workers at Colchester hospital, St Nicholas Hospice, staff from the Cancer Information Centre at Ipswich and family carers. The award ceremony will take place on 4 December between 1000 and 1300, in Edith Cavell
- **Bite-size training** (10 minute SFC awareness training on wards and outpatient areas) – these have been delivered on Lavenham, Saxmundham and Constable Suite. Somersham in the process of receiving training. It is hoped that all wards and outpatient areas will benefit from this training
- **Carers Week** – Numbers up from last year from contacts with support workers and carers cabin visits. Events took place in the hospital including an information stand in situ for the whole week, events on Lavenham and the Constable Suite. Thank you to all those who took part – staff and volunteers – who made it another successful carers week at Ipswich hospital

Suffolk Disability & Health Action Group:
At the recent Suffolk Coastal Disability Forum the main discussions and concerns focused on public bus services coming onto the Ipswich Hospital site, particularly from the more rural communities.

It also seems that there are occasions when Ipswich buses come onto the site as their final stop and then 'block' the bus stop before setting off as per their timetable. There is currently no ‘waiting area’ on site, could anything be done? Who is responsible?

Concerns were also raised around the lack of public transport if patients have to travel to Colchester.

Paul Fenton, Director of Estates & Facilities is leading on a transport group and Sarah reminded IHUG that they are more than welcome to be part of this. In the meantime, Sarah will put the above concerns to Paul.

Healthwatch:
- Spent an afternoon on Lavenham gathering comments and feedback from carers – positive visit
- A morning session is planned for A&E

Community:
No additional updates for today’s meeting.

18/48 **Documents for approval at today’s meeting**
No documents for today’s meeting.

18/49 **Documents to receive for information only - standing item**
No documents for today’s meeting.

**For formal recording purposes only:**
IHUG members regularly receive a range of trust communications.

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<th>18/50</th>
<th><strong>Any other business</strong></th>
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<td>There was no other business.</td>
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<tr>
<th>18/51</th>
<th><strong>Next meeting</strong></th>
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<td>Friday 7 September 2018, The Lecture Theatre, Education Centre – 1300.</td>
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**All to note**