

TRUST BOARD

28th March 2013

TITLE	Patient Panel Report
EXECUTIVE SUMMARY	<p>The paper details six issues raised by Patient Panel (PP) to the Board:</p> <ol style="list-style-type: none"> 1. Signage in Outpatients 2. The Audiology appointments referral process 3. Provision of a suitable diet to inpatients 4. Office re-organisation and central booking system 5. Waiting for phone calls to be answered 6. Medinet
BOARD ASSURANCE (Risk) / IMPLICATIONS	The Board are assured by the role PP plays in representing patients to improve safety, quality and experience. The panel is attended by a Non-Executive Director, Sue Ells and the Head of Patient Engagement and Experience, Lynn Robinson.
STAKEHOLDER / PATIENT IMPACT AND VIEWS	Views of patients are expressed through the Panel which is chaired by a Public Governor of the Trust.
EQUALITY AND DIVERSITY ISSUES	None known.
LEGAL ISSUES	None known.
The Trust Board is asked to:	Discuss the paper.
Submitted by:	Sue Ells, Non Executive Director
Date:	20 th March 2013
Decision:	For Discussion

Patient Panel report and questions to Board: Patient Panel Meeting date: 26th February 2013

	Issue raised by PP	Proposed action
1.	Signage in outpatients; poor and confusing to visitors. Long-standing issue. How can we progress this? Important service user engagement issue.	Is there an action group working on this that a PP member can join? Or other means of PP supporting this to get this right?
2.	Audiology appointments referral process; unclear, and service delivery from ASPH and RSCH is confusing to patients.	Can we clarify the process and the service – for both GPs and patients? PP is happy to help here/test the ASPH solution to the issue.
3.	Provision of a suitable diet to inpatients; still not confident that ASPH is delivering the best it can do on this.	PP happy to work with any appropriate groups.
4.	Office reorganisation and central booking system; still resulting in wide range of experiences (some very good, others not at all). Also need to look at enabling carer to respond for patient where appropriate to reminders and other contact as currently some important communications are going straight to patients who are not able to confirm attending appointments.	PP happy to work with any appropriate groups.
5.	Waiting for phone calls to be answered – seems like many people are still reporting hanging on the phone for a long time, waiting for calls to be answered. Some calls get dropped all together. Poor patient experience.	What are the ASPH agreed call answering target times? What is current performance against this target? How can we work together to close that gap in order to deliver a better patient experience?
6.	Medinet – what is their relationship with ASPH? Seem to be touting for business. Information made available to patients/prospective patients not clear about who Medinet is, who they work for, or what the costs to patients are.	Can someone clarify please and also try and ensure more accurate information is made available to patients/carers.

A verbal update to cover any meeting since 26th February will be provided.

Document produced by: Sue Ells, Non-Exec Director.

Approved by: PP Chair (Maurice Cohen) and PP Secretary (Lynn Robinson).