

OLDER PEOPLE'S CHAMPION'S FORUM

MINUTES OF THE MEETING OF THE OLDER PEOPLE'S CHAMPION'S FORUM HELD ON WEDNESDAY 2 MAY 2007 IN MEZZANINE ROOM 2, COUNTY HALL, AYLESBURY, COMMENCING AT 2.31 PM AND CONCLUDING AT 5.00 PM

PRESENT:

Anne Banks, Buckinghamshire Hospitals Trust
Graham Box, Consultant
Sheila Davies, Wycombe District Council
Steve Goldensmith, Voluntary Sector Development Manager, BCC
Freda Roberts MBE, BCC
Chris Stanners, Older Peoples Champions
Kerry Stevens, Head of Service Provision (Adult Social Care), BCC

OTHERS PRESENT:

Lesley Broad, Community Matron, Buckinghamshire PCT
Eric Davis, BOPAG
Sheilah Moore, Democratic Services Officer, BCC

1. APOLOGIES AND CHANGES IN MEMBERSHIP

Apologies for absence were received from Chris Durkin, Frances Finucane, Ryan Mellett, Waveney Munroe, Marilyn Park, Emma Parry, Eileen Springford who would no longer be attending, Dominic Walshe and Rachel Young.

2. MINUTES

The Minutes of the meeting of the Older People's Champion's Group on 1st March 2007 were agreed as a correct record.

3. MATTERS ARISING

Item 3, para 5. The clerk reported that the Executive Partnership Board had been disbanded and replaced by a new group called Adult Commissioners. The Terms of Reference of the Adult Commissioners had yet to be agreed but it was anticipated that the Champion's Forum would continue to report to the Older People's Partnership Board (OPPB) which would, in turn, report into Adult Commissioners.

Item 3, para 6. In terms of monitoring bed moves, Anne Banks indicated that white boards had been erected in each ward displaying the number of bed moves each patient had had. The Hospitals Trust was aiming to keep the number of bed moves below 3. Anne Banks undertook to check with Fiona Coogan about whether the Champion's Forum could be involved in monitoring bed moves.

Action: Anne Banks

Item 3, para 7. There was some discussion around whether there was, in fact, a ward at Stoke Mandeville Hospital for older people with non-specific medical conditions. Anne Banks would speak to Fiona Coogan and clarify the situation.

Action: Anne Banks

The Chairman mentioned that she had not received a recording of the meeting she and Kerry

Stevens had attended with the Hospitals Trust on 4th December regarding the pathway analysis of care provided to a 94 year old lady. Anne Banks agreed to follow up on this.

Action: Anne Banks

With regard to training for hospital staff, Anne Banks commented that a training pack, based on the Leicestershire model, had been developed for Older Peoples' Champions within the acute trust. It was hoped to attract Older People's Champion's from each area of the Trust including staff on the wards, from pharmacy, radiology, portering staff, receptionists etc. An open day was currently being planned for September to which partner agencies would be invited including the County Council, PCT and older people themselves.

Item 7, final para. Anne Banks undertook to follow up on whether the use of focus groups was being considered with a view to informing improvements to the complaints system.

Action: Anne Banks

Item 9, para 3. It was reported that Sheila Davies and Chris Boulter had had a useful follow-up meeting about the Bucks Older People's Forum (BOPF) website. However, the funding for the administration of the website had run out and additional funding was required. Steve GoldenSmith indicated that he might have access to a potential source of funding and would discuss this further with Sheila Davies outside of the meeting.

Action: Steve Goldensmith

Item 11, para 2. The Chairman reported that the issue about conference attendance being limited to the OPAGs had been addressed.

4. REPORT ON THE TRAINING PROGRAMME FOR COMMUNITY MESSENGERS

Steve Goldensmith, Voluntary Sector Development Manager, informed the meeting that two six-week training courses for community messengers had been run. Community messengers were people in regular, social contact with older people who could act as a sign post to available services to their own network. The first course had focussed on access to County Council services, with the second including access to District and PCT services as well. Informal evaluation of the training had been positive and a review meeting would be held in two months time to assess how useful the information provided had been in the time since the training had been held. Officers were looking into how the training could be rolled out in the 19 "Getting Closer to Communities" areas and the OPAGs had been contacted in this regard. There had been some discussion about appropriate branding with "community links" being the most popular. However, this could easily be confused with other initiatives of a similar name. In response to a question, it was explained that community messengers would provide information to those they naturally came into contact with and were not being more widely publicised as information points.

5. REPORT ON THE DISCOVERY INTERVIEWS PROGRAMME AND LINKS TO THE DIGNITY IN CARE INITIATIVE

Graham Box reported that there were four pairs of interviewers, all of them older people, who had now been trained to carry out discovery-type interviews with older people who had been inpatients at the Acute Trust or who attended the Day Hospital. The project had benefited from the active support of Fiona Coogan, Marilyn Park and Annie Banks from the Hospital Trust who would be responsible for recruiting patients and delivering service improvements as a result of the findings. One pilot interview had already been carried out by Chris Stanners which provided some really important and significant insights. Three specific points had emerged:-

- the patient not being given a list of medication with instructions about what to take when, when being discharged
- the patient expressing the need to tidy the house before receiving assistance from social services
- routine padding of patients over night

Anne Banks responded that at Wycombe Hospital there was a form on the ward for each patient about what medication to take and when. This should be explained to the patient and sent home with the patient when discharged. Another member of the Forum suggested that this was not happening at Stoke Mandeville Hospital. It was agreed that Graham Box would e-mail Anne Banks about the findings of the first discovery interview and request a response in writing to the issues raised.

Action: Graham Box and Anne Banks

Anne Banks indicated that she had already spoken to staff, management and night nurses with regard to the routine overnight padding of patients. She had. Notices had been displayed in the staff room and spot checks were being undertaken.

Members were informed that the Hospital Trust would write to each interviewee once the interview had been concluded thanking them for their contribution and informing them of action taken to address the issues raised.

It was noted that the Acute Trust was already addressing the medication documentation and the dignity issues raised and the Champions felt that it would be valuable if the OPPB could consider the issue of cleanliness and its importance in the lives of older people. It was agreed that Graham Box would submit an interim report to the next meeting of the Older People's Partnership Board and a final report would be submitted once all the interviews had been concluded.

Action: Graham Box

Freda Roberts agreed to raise the issues arising out of the discovery interviews with County Council Members through the Adult Social Care Policy Advisory Group and Public Health Services Overview and Scrutiny Committee.

Action: Freda Roberts

6. REPORT ON PLANNING FOR THE BUCKS OLDER PEOPLE'S FORUM CONFERENCE ON 16 JULY 2007

Sheila Davies updated members on planning for the next Older People's Conference entitled *Speaking Out - Making Changes* taking place on 16 July at Chartridge Conference Centre in Chesham. It was anticipated that there would be about 100 delegates and funding carried over from last year would be used to pay this year's costs.

There were two speakers on the agenda – Matt Biggs talking about the principles behind transformational government and Graham Box speaking about Dignity in Care. Five workshops were planned around the themes of supported living, home and neighbourhood, health, finance and leisure. Art and sculpture exhibitions would form a backdrop to the conference. In response to the previous year's feedback every effort was being made to ensure that members of the community were the focus of the event with professionals playing a supporting role. The conference would look at different mechanisms used to engage older people in designing services and whether these mechanisms had proved effective or not. Chris Boulter was co-ordinating development of a reference group for services to use for consultation purposes.

7. PRESENTATION FROM A COMMUNITY MATRON

Lesley Broad, Community Matron, gave a short presentation on the community matron service within Buckinghamshire. She covered the national targets, public service agreement targets, the vision for the service, the role of the community matron, access criteria and the overall picture of service provision. (A copy of the presentation is appended to the Minutes.)

It was noted that access to the service was by GP referral only. The community matron service focussed on preventing admissions to hospital. However, communication with secondary care was highlighted as an issue, with the community matron not always being made aware of their patients being admitted.

The Chairman thanked Lesley Broad for a very informative presentation.

8. TERMS OF REFERENCE OF THE CHAMPION'S FORUM - DISCUSSION ON HOW THE CHAMPION'S FORUM SHOULD BE EVALUATED

Members received and considered the draft Terms of Reference for the Champion's Forum. A discussion took place on the future of the Champions Forum and its relationship to the Buckinghamshire Older People's Forum (BOPF). The following key points were made:

- Additional representation on the Champion's Forum was essential. The invitation to the OPAGs to send representatives to the Champion's Forum would be restated.
- Kerry Stevens asked the Champion's to put forward a proposal on their requirements in terms of keeping the group enlivened
- The Champion's Forum should hold the OPPB to account in terms of delivering on key issues such as concessionary fares and surcharges being applied for single older people when going on holiday
- The Champions agreed to take a proposal to BOPF regarding taking forward key issues like transport

9. CONSIDERATION OF ITEMS ON THE OPPB AGENDA FOR THE 10 MAY 2007

No comments were made on this item.

10. ANY OTHER BUSINESS

None.

11. DATE OF FUTURE MEETINGS

3 July – 10.00am in Mezz 3

4 September – 10.00am in Mezz 3

30 October – 2.30pm in Mezz 1

Chairman