

Agenda

REVIEW OF CARE OF OLDER PEOPLE IN A HOSPITAL SETTING

Date: Friday 15 June 2012
Time: 10.00 am
Venue: Phoenix Room 3, Old County Offices

10.00 am Pre-meeting discussion

This session is for members of the committee only. It is to allow discussion of matters such as what line of questioning should be pursued and by whom, which areas of discussion should be covered, and what members wish to achieve from the meeting.

| Agenda Item | Time | Page No |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|---------|
| 1 APOLOGIES FOR ABSENCE | 10.30am | |
| 2 DECLARATIONS OF INTEREST | | |
| 3 CARE OF OLDER PEOPLE IN A HOSPITAL SETTING - FROM A PATIENT'S PERSPECTIVE A representative from Carers Bucks* will talk to members about the feedback they receive on hospital care from a patient's and family's perspective, including: <ul style="list-style-type: none">▪ What the most common complaints are▪ Where things are working really well▪ How complaints have been resolved▪ How families are involved in caring for elderly relatives in hospital | | |

(*Carers Bucks is an independent charity, established in 2004 to support and provided a single point of contact for unpaid, family carers in Buckinghamshire. It is part of the Princess Royal Trust for Carers Network, which has 141 Carers Centres around the UK.)

Contributor:

Gill Aikens, Carers Support Co-ordinator, Carers Bucks



INVESTOR IN PEOPLE



- 4 OPPORTUNITIES FOR GIVING FEEDBACK ON CARE 11.30am**
Members will hear of the various ways that patients and families can give feedback on care in a hospital setting, including compliments and complaints, and how it is acted on.

Contributor:

Tracey Underhill, Head of membership, engagement, equality and diversity, Buckinghamshire Healthcare Trust

- 5 DATE OF NEXT MEETING 12.30pm**
The next meeting will take place on Friday 29 June at 10am in Room 84, Old County Offices.

If you would like to attend a meeting, but need extra help to do so, for example because of a disability, please contact us as early as possible, so that we can try to put the right support in place.

*For further information please contact: Liz Wheaton on 01296 383856
Fax No 01296 382421, email: ewheaton@buckscc.gov.uk*

Members

Mr B Allen
Mrs M Aston
Mr N Brown
Mrs A Davies

Lin Hazell
Mrs W Mallen
Ms J Puddefoot
Mr R Pushman (C)

Co-optees

Mrs J Woolveridge