

"To improve facilities on emergency holding wards at QMC and City Hospital campuses (NUH), enabling patients to be treated with dignity and respect".



Task and Finish Group: Holding Wards (SRU, B3 and D57).

Date: 23.05.11

Location: Highfields Fire Station, Hassocks Lane, Beeston, NG9 2GQ

Present: Laura Thomas (LT) , Helen Clark (HC), Emma Pryor (EP), Julie Bryant (JB), Lyn Harley (LH), John Kerry (JK), John Gray, Matron, Specialist Receiving Unit at NUH (JG), Warren Baldock, Service Co-Ordinator, British Red Cross CICSS Service (WB), Adrian Hartley, Jane Stubbings (JS), Glen Swanwick (GS) and Tom Turner (TT).

Apologies: Fiona Simpson, Paul Cresswell, Denise Tewson, Sharon Neal, Lesley Coote, Shirley Inskip, Penny Spice, Pat Crowe, Maureen Zadvinskis, Vicki Hardy, Susan Overend, Stephanie Farrimond and Richard Smith

Action Log.

Agenda item	Action	Who	Action taken & date done
1 Welcome and Apologies		LT	
2 Original issue from workshops inc.	To form an overarching research question/title for how to move the group forward.		
Planning triangle	To send a Stat 20 letter to NUH to request the following information: - intake of each holding ward, how they work, what they	Host/EP	Stat 20 Letter to be

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	<p>do, where they get their referrals from, turnover (process, flow and turnover).</p> <ul style="list-style-type: none"> - To find out if the holding wards have to comply with same sex legislation or are they exempt? - Are there any guidelines for best practice? - Patient Satisfaction surveys. - Evidence of Cultural Awareness. - Impact on staff - Complaints: have they had any complaints, who processes these, what type of complaints? <p>Department of Health – directive of policy.</p>	Host/EP	<p>sent to NUH, w/e 3.06.11. Sent to P. Homa, Katie Moore and M.O'Daly on 26th May.</p> <p>Informal letter/email to DOH. General email sent 25.05.11, HC.</p>
3 Nominate Chair/Project Lead	Group members to nominate a Chair and Vice Chair.	Group	<p>Emma Pryor nominated and agreed to be the Project Chair.</p> <p>Julie Bryant nominated and agreed</p>

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			to be the Project Vice Chair
4 Terms of Reference	Reviewed and agreed that the review date will be September 2011 and that meetings will be held as and when necessary, to be amended.	Host	For next meeting 27 th June
5 Identify Partners	<p>John Gray came to the group to provide an useful insight into holding wards.</p> <ul style="list-style-type: none"> - To give a blank template of Standard Operating Procedures/Benchmark tool to LT. - All speciality patients go to City campus. <p>All non-speciality patients (undifferentiated) go to QMC campus.</p> <ul style="list-style-type: none"> - From the moment a patient arrives on SRU there is an 18 hour time frame for getting on to a ward. - Similar to be tried at QMC campus but more difficulty due to the mix/volume of patients. 	JG/LT	For next meeting 27 th June
6 Work Plan and Microsoft Project	Clarity needed on how this will work, what is required and who will do this.	LT	For next meeting 27 th June.

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<p>7 Future Meeting Dates and Venues</p>	<p>Group agree to rotate between Highfields Fire Station in Beeston, Friends Meeting House in Mansfield and a venue in Newark.</p> <p>Next meeting to be held on 27th June, 10.30am – 12.30pm, Friends Meeting House, Mansfield. To be booked by HC.</p>	<p>Group</p> <p>HC</p>	<p>Booked on Monday 23rd May.</p>
<p>8 Any Other Business</p>	<p>EP suggested that a comparative framework/study maybe useful to see what's working and what is not – Kingsmill Holding Ward, to obtain bedside information.</p> <p>Enter and View a potential resource.</p> <p>Informal tour of wards by John Kerry, Glen Swanwick, Tom Turner and Julie Bryant.</p> <p>The group require more detail about why the referrer believes there is a lack of dignity on holding wards – more specific.</p> <p>Is there a definition of dignity the group could refer to?</p>	<p>Host</p> <p>JG to arrange</p> <p>Host/LT</p> <p>Host</p> <p>Host</p>	<p>For next meeting 27th June. Email sent to Sally Dore on 25.05.11, HC.</p> <p>Before next meeting 27th June</p>

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	Documents to obtain: PICKER Questionnaire.	Host	
	Right person, right place, first time.	Host	Next meeting 27 th June 2011
	Essence of Care Benchmarking.	Host	
	Equality and Impact Assesment.		
	NHS Constitution.	Host	Next meeting 27 th June 2011

Next Meeting:

27th June 2011, 10.30am – 12.30pm, Friends Meeting House, Rosemary Street, Mansfield, NG19 6AB.