



ROYAL EDINBURGH HOSPITAL PATIENTS' COUNCIL

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Registered Charity – Scottish Charity No. SC021800

Annual Report April 2009 – March 2010

Our Charity Trustees at date of signing the Annual Report

Kate Cullen
Elaine Dobbie
Shirley Gowers
Ian Hughes from 30 November 2009
Marie Jenkins from 27 July 2009
Carol Manley
Charlotte Mitchell from 29 January 2009
Albert Nicolson
Alison Robertson
Patricia Whalley

**Names of all other charity trustees during the period
1 April 2009 to 31 March 2010**

Tony Chan to 25 August 2009
Craig Ireland to 6 July 2009
Lesley McDade to 20 April 2009

Signed: _____
Chair, Patients' Council

Date:

Signed: _____
Vice Chair, Patients' Council

Date:

Structure, Governance and management

Type of governing document

The Royal Edinburgh Hospital Patients' Council (PC) is an unincorporated association. It is an independent collective advocacy service for patients and former patients of the Royal Edinburgh Hospital and associated community mental health services. Every patient and former patient is a member of the Patients' Council. During the period 1 April 2009 to 31 March 2010, PC staff were employed by Circles Network, Potford's Dam Farm, Coventry Road, Rugby, for six months up to 30 September 2009. From 1 October 2009, AdvoCard, 332 Leith Walk, Edinburgh took over as host agency and employed staff for the next six months up to 31 March 2010.

Trustee recruitment and appointment

Members interested in joining the management committee are interviewed by the office-bearers to:

- inform them about Patients' Council work
- inform them about the roles and responsibilities of management committee members
- ensure their ability to fulfil the commitments
- identify any specific areas of interest they may have
- explain and sign the Patients Council activist agreement

Prospective candidates are nominated and seconded by members of the PC at the AGM. Members present at the AGM elect up to 12 committee members. The same process is used to fill any vacancies during the year, with elections taking place at PC Meetings, held every two months.

Objectives and activities

Charitable purposes

- To promote the rights of patients and former patients
- To address concerns raised by patients and former patients about services
- To resolve these concerns by working jointly to encourage changes and developments in services with hospital staff and management
- To facilitate the representation of patients' and former patients' views and opinions to the hospital, to health service management and to statutory organisations, as appropriate
- To act as a link with other patient groups and networks locally and nationally
- To raise awareness of the views of patients and former patients and collective advocacy issues at training events, conferences and other forums.

Summary of main activities in relation to the objects

Patient issues are brought to the attention of the PC in different ways. These include:

- Open PC Meetings which are held every two months at the Royal Edinburgh Hospital
- regular collective advocacy meetings held with patients on individual wards
- by letter, telephone or by calling into the office
- from individual advocacy staff
- distribution and collection of questionnaires
- direct personal experience of members

These issues are addressed and patient opinion expressed through:

- attending a wide variety of NHS review and development meetings in the Royal Edinburgh Hospital
- attending consultation and networking events outwith the Royal Edinburgh Hospital
- writing letters
- producing reports
- working directly with a range of staff

Summary of main achievements 2009 - 2010

Collective Advocacy in Care of Older People and Children & Adolescent Mental Health Services

With funding from Endowments for one year, we have extended collective advocacy services on a part-time basis to the Care of Older People Service and the Children & Adolescent Mental Health Service starting January 2010.

During the initial period from January to March, we:

- Consulted staff in the Individual Advocacy project and Edinburgh Carers Council
- Attended relevant training opportunities
- Developed good working relationships with Clinical Services Development Managers in both services – both proved to be an invaluable source of information, advice and support
- Developed good working relationships with nursing and OT staff in both services, to assist in planning and delivery of the Groups where appropriate
- Educated staff and patients in the difference between collective advocacy and individual advocacy
- Developed working protocols with the hospital Individual Advocacy service
- Recruited a pool of volunteers with lived experience to take an active role in the project, especially in encouraging patients to have their say
- Arranged Disclosures for both our staff and our volunteers
- Started to set up Collective Advocacy Groups in both services
- Developed new ways of working in both services to enable issues to be brought to the Patients Council.

Collective Advocacy and User Involvement in all other areas of the hospital

Here are some examples. This year we:

- started regular collective advocacy meetings on rehab wards and attended Rehab Executive Meetings to feed back our findings
- Hosted Lothian wide stakeholder events which fed into the re-provisioning (hospital rebuild)
- Produced a report on smoking in the REH to contribute patient feedback and opinion on the future of smoking in the Royal Edinburgh Hospital
- Held collective advocacy meetings in the HIVE which developed into wider patient information events
- Launched the Stories Of Changing Lives book

Project Development

Some examples of our development work are:

- We have continued to build on our productive working links with all REH staff and created new links and ways of working. The PC would like to acknowledge all staff providing opportunity for members to be involved and supporting collective advocacy. We want to thank them all.
- We have continuously developed our quarterly reports to give even clearer information on key areas. This includes capturing more statistical information. We also developed our ways of capturing collective advocacy issues and recording outcomes.
- We continue to develop ways to capture unmet need and evidence building social capital.
- We also began to focus on more ways to show what is called the social return of investment - how much you get out in value for each pound invested into the project.
- Our Project Manager received a bursary to attend the Evaluation Summer School. Evaluation is one way of documenting and evidencing effectiveness.
- AdvoCard became the new host agency for the Patients Council
- We met with the NHS Non-Executive Directors as part of their visit to the REH
- Produced a new code of conduct, induction process and complaints procedure
- Simplified financial processes with assistance from and in line with Advocard
- Our admin worker Maggie McIvor began work developing collective advocacy on Older and Younger people's services. See above.

Financial review

Brief statement of policy on reserves

An underspend occurred due to abnormal spending rhythm during the period Circles Network were host agency. The underspend occurred due to a number of reasons including a period of staff vacancy. This became clearer when AdvoCard won the tender as host agency. Now our usual rhythm of spend is re-established, an underspend no longer occurs, but the Patients Council retains the money as a reserve.

Donated facilities and services

Accommodation and computer facilities are provided free of charge by NHS Lothian.

Supported by



Funded by:

