



# PATIENTS COUNCIL NEWSLETTER

July 2017

NEWS, VIEWS AND COMMENT FROM THE ROYAL EDINBURGH HOSPITAL

## Patients Council Meeting – 29 May 2017

We welcomed Dr Jane Cheeseman, Maria Holancova and Fiona Hutcheson to tell us more about the Quality Improvement (QI) programme in NHS Lothian which aims to ensure safe, effective and person centred care for all. It involves everyone in healthcare – staff, patients, carers, researchers, planners – to make the changes that will lead to better patient outcomes, better system performance and better professional development. QI continually finds new and better ways of doing things, with patient centred care at its heart.

The priority areas for 2017-18 are to improve the quality of the inpatient care pathway, improve access and improve the mental and physical health of patients, by: providing focused, planned and defined support that helps patients to achieve personal goals and move towards recovery; reducing the number of patients who are harmed; reducing the number of patients re-admitted to hospital; reducing the time patients spend in hospital waiting for an alternate level of service; ensuring effectiveness of the interventions provided by services; providing the right care at the right time in the right setting by the right provider; and providing access to a range of community services.

The 39 current projects in NHS Lothian include: improving the therapeutic milieu in acute inpatient settings at REH; improving the structure and communication of ward rounds reviews in acute psychiatry; reducing the number of falls within older peoples' wards at REH; improving use of clinical capacity in CAMHS by understanding and addressing patient non-attendance. The Patients Council is planning a project on patients' experiences of moving to the new hospital.

We asked questions about smoking, patients seeking alternative treatments, monitoring data, wastage, inadequate community services on discharge from hospital, and drugs/alcohol.

Further information: <https://qilothian.scot.nhs.uk>

New issues: sharing of medical records; book on each ward of photos of each hospital meal available, to overcome language and communication difficulties.

## Stories of Changing Lives Three

With just a couple of months to go until Stories of Changing Lives 3 goes to print, things are really starting to come together! (If you haven't come across the project yet – we're putting together a book of writing, poems, photographs and artwork about experiences of mental health and the REH.)

I've met some amazing storytellers and writers, and I've been editing away to get it all ready for the book. The next steps are to design and typeset the book, and check it over with all the contributors.

Meanwhile, CAPS has been conducting interviews with people who have made change happen at the Royal Ed. Some of this will go in the book, and it will also become an exhibition alongside artwork, film, and photography from the project. We're really excited that this will be part of the Out of Sight Out of Mind exhibition as part of the Scottish Mental Health Arts and Film Festival.

## Save the date...

Stories of Changing Lives 3 will be launched on 19<sup>th</sup> October in the Summerhall Café, from 6.30pm. There will be readings from the book, a screening of the new film, and of course your chance pick up a copy of the book.

The Stories exhibition will be at Summerhall from 10<sup>th</sup> – 31<sup>st</sup> October.

We're hoping to organise a group trip to the launch and exhibition, with transport from the hospital, as well as an exhibition and launch event within the hospital – so watch this space!

## **Group Advocacy**

**We have been enjoying visiting the new wards which have recently opened in the Royal Edinburgh Building. Patients really appreciate the greatly improved environment and the single en suite rooms are going down well. We visited the building a few times while it was empty and wondered how people would find their way around and cope with such long corridors – but now that people are in residence, it all seems fine! Patients on the new Eden ward for older ladies commented particularly on the gorgeous courtyard garden in the centre of the ward and really enjoy being able to get out for fresh air when the weather is good enough. Staff seem happy too, although they are having to do more walking! Encouragingly, patients seem to be spending more time in the communal areas – we had been slightly concerned that patients might get isolated in their single ensuite rooms. The rest of the new wards in the Royal Edinburgh Building are due to open by the end of August. It's been a long wait for our new hospital and, despite a few teething problems, we're very pleased with it so far.**

**Issues which have been raised at group advocacy meetings recently include smoking, activities on the wards, and LGBTI guidance. Concerns were also raised about the need for patients to be debriefed if they witness traumatic incidents on the wards – even staff running to assist at incidents on other wards can be upsetting for patients.**

**Finally, the Patients Council will be at the Hospital Fete from 11am – 2pm on Friday 11<sup>th</sup> August. We look forward to seeing you there!**

**Have a look at our website**

**[www.rehpatientscouncil.org.uk](http://www.rehpatientscouncil.org.uk)**

**Lots of information about the Patients Council and links to other interesting items**

**[www.facebook.com/rehpatientscouncil/](http://www.facebook.com/rehpatientscouncil/)**

**[twitter.com/rehpatients](https://twitter.com/rehpatients)**

**The Royal Edinburgh Hospital  
Patients' Council**

The Patients Council is an independent collective advocacy project for people who use or have used the services of the hospital. We provide a forum for common issues about mental health treatment and care and represent patients' interests in order to improve services. We hold general meetings every two months. To get involved with mental health issues from the service-user's viewpoint, contact our staff.

**Telephone:** 0131 537 6462

**Email:** [info@rehpatientscouncil.org.uk](mailto:info@rehpatientscouncil.org.uk)

**Write:** The Patients' Council, Royal Edinburgh Hospital, Morningside Terrace, EH10 5HF

**Our Management Committee**

Albert Nicolson, Martin McAlpine,  
Stephen Muirhead,  
Stephen Polockus, Alison Robertson,  
Patricia Whalley

*Co-opted members:*

Cathy Robertson, Isla Jack

**PATIENTS COUNCIL  
MEETINGS**

**2017**

**2 – 3.30pm**

**30 January**

**27 March**

**29 May**

**24 July**

**25 September**

**27 November:**

**Annual General  
Meeting**

**1.30 – 3pm**

**followed by buffet**

**History of the Patients Council**

A few of our members have written a history of the Royal Edinburgh Hospital Patients Council highlighting some of our activities since 2000. Please contact us for a copy.

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The Royal Edinburgh Hospital Patients Council is a registered charity  
Scottish Charity No SC021800  
Our offices are between Outpatients and Mental Health Tribunal in the ADC  
[www.rehpatientscouncil.org.uk](http://www.rehpatientscouncil.org.uk)

**All patients, former patients, staff and visitors are warmly invited to attend**

**PATIENTS  
COUNCIL  
MEETING**

from 2.00-3.30pm on

**Monday 24 July 2017  
in The Hive**

**with a guest  
speaker from**

**Spiritual Care**