



# PATIENTS COUNCIL NEWSLETTER

January 2019

NEWS, VIEWS AND COMMENT FROM THE ROYAL EDINBURGH HOSPITAL

## Patients Council Meeting – 24 September 2018

10 people attended the meeting. We welcomed our guest speaker, Jamie Martin, who told us about his previous role as permanent Co-ordinating Charge Nurse (CCN) and his new role as Patient Co-ordinator in the Royal Edinburgh Hospital.

Senior Charge Nurses and Charge Nurses CCNs work in pairs, one from adult services and one from older people's services, share the CCN role on a rota basis. The intensity of the role has changed, managing the hospital site and wards, ensuring there are enough nurses to respond to clinical needs. They are also now responsible for bed management, responding to last-minute staff absences and increased clinical activity – this can be very stressful and time-consuming because bed numbers have been reduced to 90, a bare minimum. And they respond to problems such as heating, power, all sorts of issues, acting as a conduit to get problems solved.

As Patient Co-ordinator, Jamie works out how best to use the available beds to meet patient need. This new role should have an impact on patient flow. Is hospital the best service to meet the person's needs or would other services prove to be more beneficial? Would more rehab beds lead to faster throughput? There are not enough third sector places for people to move on to when they are ready.

Other systems are in place to improve the use of available resources: rapid rundown on wards first thing in the morning, then bed huddles to get a snapshot of bed capacity, then multi-disciplinary touchdown at 12 noon, including health and social care locality managers, to ensure people get timely care. Lots of people are "poking at the problems", including the Patients Council's new Patient Experience Development Worker who will be asking patients if their hospital stay worked for them. We asked about support for staff, such as reflective practice, and the need for structure to support nurses to provide a uniform level of care so they can develop good relationships with patients.

## Patient Experience Project

Isla Jack, the Patient Experience Development Worker, started in October. Working alongside our volunteers, she is looking at improving how we gather and report patient experience. A survey in November confirmed patients felt it was important to be asked for their feedback. It also showed that people would prefer to give feedback in different ways. In January, we are testing these different ways at 'Feedback Events' across three wards. The events are between 2pm and 4.30pm in: Comiston (Wed 23 Jan), Craiglea (Fri 25); and, Merchiston (Wed 30). Look out too for a new report we are testing for the Staff Patient Dialogue meetings. This, we hope, will set out more clearly the wealth of feedback that our volunteers gather in the collective advocacy meetings each month.

## Annual General Meeting- 26<sup>th</sup> November

We welcomed Mike Ash from the IJB- Edinburgh Integration Joint Board who by using the new combined model of Edinburgh Health & Social Care Partnership hopes to offer a more effectively run system. This model will make a difference as to how we can influence things as a group in the future. Using a 'bottom up' approach it is going to look at how MH services are commissioned & will produce directions for NHS & Edinburgh City Council over the next 3-5 years. They aim to do this without additional resources, in order to better existing areas in a way which will benefit patients. Areas of improvement have included things like changing the general culture to recognise that MH is an issue affecting everyone; the importance of early intervention, service user involvement at all stages & in gathering data to drive things forward. Our Annual Report was presented, with thanks given to everyone who is involved with us. Stephen Muirhead, Convenor of the PC Management Committee spoke of the need for paid work for some patients & mentioned the Open Dialogue system used abroad. We re-elected Martin McAlpine, Stephen Muirhead, Alison Robertson & Patricia Whalley & Mark Somerville as a new member of the MC. We said 'Au Revoir' to Maggie McIvor, our Development & Admin worker but will be delighted to welcome her back as a Co-opted member of the MC!

## **Group Advocacy**

Something that patients and staff could agree on towards the end of last year was the set of problems relating to demand on acute beds, boarding out and delayed discharge. Patients spoke to us about mattresses being put into quiet rooms to accommodate people because all other beds were full. Other people told us about being placed in the wrong ward for their area, condition or age group and the impact this had on their care and treatment e.g. they might have a bed in one ward but be spending the day in another. Several patients said they felt a bit stuck in hospital because of difficulties getting accommodation and packages of support in place in the community. There is quite a lot of current activity looking at these 'patient flow' issues and we're keen to see the blockages in the system resolved so that patients spend as little time as possible in hospital in the right place, getting the right treatment and then are discharged to the community with suitable packages of care and support, if that's what they want.

In the winter months, patients often complain about the temperature of the wards in the new hospital – there is often a chorus of complaints that the wards are simply too cold. The women in Meadows ward were particularly organised this year and created a petition for the senior management team requesting that the temperature be raised. Patients had to keep their outdoor jackets on while in the ward, were using hot water bottles and requesting extra blankets. In this instance, their request was looked on kindly and the temperature was indeed increased, although we've learned that things fluctuate at times and the ward can still be cold, particularly at night.

Other issues that frequently arose over the last few months have been issues with medication, with many patients feeling there is an over-reliance on medication, with not enough attention being given to other therapeutic interventions and activities. The smoke-free policy continues to cause friction with some patients who feel that they have to give up cigarettes at a time of crisis and find this difficult to manage. We always try to remind people that a smoking cessation nurse is available to help make this as painless as possible. Many patients spoke to us about problems with their personal belongings going missing and we are trying to raise awareness of the lockers on the acute wards that can be made available to store patient property.

**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 group advocacy project. We aim to improve mental health services by representing patients' views. We provide a forum where people who use or have used the services of the hospital can discuss hospital related issues and mental health services more broadly. We hold open meetings every two months. To get involved with mental health issues *from the service-user's viewpoint*, please contact us.

**Telephone:** 0131 537 6462

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

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

**We are always keen to welcome  
new volunteers!**

**Our Management Committee**

Martin McAlpine, Stephen Muirhead,  
Alison Robertson, Patricia Whalley,  
Mark Somerville

*Co-opted members:*

Cathy Robertson & Maggie McIvor

**Our Staff**

Simon Porter, Patients Council Coordinator  
Carolyn Macpherson, Advocacy Organiser  
Isla Jack, Patient Experience Devt. Worker

**PATIENTS COUNCIL  
MEETINGS 2019**

**2 – 4.00pm, the Hive**

**28 January- \*2.30-4.30pm\***

**25 March**

**27 May**

**29 July**

**30 September**

**25 November:**

**Annual General  
Meeting**

**1.30 – 3pm**

**with refreshments**

Please contact us if you would like a copy of the History of the Royal Edinburgh Hospital Patients Council.

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The Royal Edinburgh Hospital Patients Council is a registered charity  
Scottish Charity No SC021800  
Our offices are in the Outpatients corridor in the Andrew Duncan Clinic  
[www.repatientscouncil.org.uk](http://www.repatientscouncil.org.uk)

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

# PATIENTS COUNCIL MEETING

From 2.30 – 4.30pm on  
Monday 28 January  
in the Hive

**\*\*\*N.B Special time January  
only\*\*\***

Our guest speaker,  
**Steve Shon, at 3.00pm**  
will be telling us about  
Capital Planning's role in the  
new Phase II hospital building  
followed by a Q & A session

Tel: 0131 537 6462

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