



Kirkwood
The Hospice for Kirklees

Service User Forum

Notes of the meeting held on the 17th June, 2010

Present

Patient/Carers

Christine
Margaret
Alice
John
Tracey

Staff

Christine
Hywel
Anne
Elaine
Christine

After Christine had fed back what had been done so far, one of the group mentioned that she had suggested “real coffee” would also be an improvement on that currently available.

ACTION - To trial real coffee ? bags in Support & Therapy with Margaret who has agreed to be the taster. EG to be asked to liaise with Yvette Marks-Hanson to progress as soon as possible.

(Alice) Books in Support & Therapy – could some books be put in there for patients to borrow – could be changed regularly with supply from the volunteer who deals with donated books.

Likes the games, Wii, dominos, patients mixing.

ACTION – AG to liaise with EG and volunteer to trial.

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All present felt a feedback meeting was unrealistic, send updates by post etc. and feedback at next meeting.

- Asked About The Name Of The Forum

General dislike of being called users, patients, service users. Two suggestions were received.

- What do you think?

Or

- Help us to help you.

Group shown leaflet from St Christopher's Hospice – all were positive about the leaflet, some comments about use of black and white colour scheme and font.

ACTION - To mock up our own leaflet with both titles above for comment from the group.

- Frequency Of Meetings

Those present felt that the number of meetings should be no more than 3 per year.

- Splitting Of The Group Into Carers/ Patients

Those attending didn't feel this was necessary at present – to be kept under review.

- With Regard To Badges

Those present felt it was important to see the staff member's name and the larger badge which had been mocked up was acceptable and readable at a distance.

ACTION – JM to obtain sample from the supplier prior to a trial on the Bed Area.

- Photo-board

Those present felt that a photo-board of staff was a good idea.

- Quality Accounts

CS gave a brief introduction to the use of Quality Accounts in the NHS.

Those attending were asked what they thought made the hospice a “quality service”.

Very caring

Always someone to talk to and to listen to you

Always a listening ear

After everything you have been through, we all help one another no matter how long you have been coming, or since you went to the hospital

Care and understanding and holding your hand

Nurses second to none

Warmth

They were then asked to pick one thing that the hospice does that is most important to them.

Help to get back to NORMALITY after all we go through in hospital

Carer – somebody has somewhere else to go and meet others in a safe place

Day centre – somewhere with lunch and activities

- Coverage Of The First Meeting In The Hospice Newsletter

Everyone present felt the article was useful and nice to put the write up in the newsletter.

CS thanked everyone for coming and contributing.

Date Of Next Meeting

Thursday, 7th October, 2.00pm – 3.30pm, Chapel Area, Kirkwood Hospice.