

Notes taken of meeting on 12th November 2013
at The Hamar Centre, RSH 2.30 – 4.30pm.

Attendance: David Whiting, Roger Fallon, Rachel Redfern, Colin Stegeman, David Rees, Eileen Anderson, Eileen Lewis.

1. **Welcome & Apologies:** Ray Dowling, Sian Hallewell, Rob Gough, Angie Cooper (matron replacing Heidi Smith), Paula Meiklejohn (new member), Ian Barnes, Linda Bentick.
2. **Notes and Matters Arising** from meeting on 8th October. Ian Barnes sent apologies for lateness of distribution of notes due to his mum's death and requested any amendments to be recorded.
 - **Leaflet detailing 'Six Patient Entitlements'.**
Sian brought copy to october meeting – deferred for further discussion as to implementation.

Action: Discuss at December's meeting.

(a) Health & Wellbeing Events.

David W. reported that approx. 30-35 people attended the first event at the Football Ground. Kim Davies gave a presentation on benefits of exercise and physical fitness for cancer patients, followed by Katherine Voyce, dietician, re benefits of healthy eating.

The events are being promoted by CNSs, GPs, Macmillan, Shropshire Carers, Shropshire Star. Flyers around hospitals, on Shrewsbury and Telford Hospital (SaTH) and Clinical Commissioning Group (CCG) web-sites. E-mail reminders were also sent out.

Feedback regarding the event included:-

- More informality needed.
- Language used - "event" rather than "clinic" which sounds clinical and uninviting.
- Stands needed to be in same room as presentations . Stands included Cancer Forum, Prostate Cancer UK, Public Health Dept, Carer's Support
- Raise profile of next two events.

Next event on 20th November - Dr Marilyn Owens giving presentation on psychological impacts of cancer.

Roger F. is going to Health & Wellbeing Event in Birmingham in 2014 as a volunteer for Prostate Cancer UK and will report back on experience.

(b) End of Life Care.

Further to previous discussions David W. explained that the Palliative Care Forum meets monthly and is chaired by Paul Cronin (CEO at Severn Hospice). Dr Elin Roddy attends representing SaTH. Eileen L. had been willing to represent the Forum before recent hospital treatment. Current issues being discussed include the Liverpool Care Pathway. Eileen Anderson is also willing to attend.

Action: David W. to check date of next meeting.

(c) 'Talking to Professionals' – proposed workshop in 2014.

Sian has approached Macmillan re possible facilitator and sent out details of an assertiveness format.

Main points discussed:-

- Need to set a date allowing enough time for good publicising of event.
- Could be a half day work-shop. Cost implications?
- Clarity needed re purpose of event – not an assertiveness training course but needs to include how to communicate with professionals assertively.
- Would it be useful to invite a consultant to open out the discussion around communication issues, asking for a second opinion, treatment options etc?
- Does this link in with Marilyn Owen's sessions 'What next' at the Hamar? New series starting on Tuesday 4th March 2014.
- Could also link in with 'Ask Three Questions' leaflet.

Action: Further discussion at December meeting.

3. 'Making a Difference' Workshop.

Feedback:-

- About 15 attendees.
- Very positive feedback from those who attended.
- Derek Stewart very inspiring facilitator and advocate .
- Useful up-date on current and on-going changes in NHS and how this is impacting on cancer services.
- Encouraged by Karen Calder attending morning session representing Shropshire Council – holds portfolio for Public Health.

(a) Shropshire Joint Strategic Needs Assessment.

(b) Telford & Wrekin Health & Wellbeing Strategy

Action: both items deferred for discussion at December meeting.

4. Discharge Summary.

Further to Sue Nicklen's concerns raised at October Forum, Sue will be contacting Rachel R. with her patient story in 2014 when treatment completed to present to Oncology and Haematology Governance Group.

Rachel raised a related issue. Now in her fifth week in post as Operational Manager for Oncology she is starting to review procedures.

Initially up-dating Pre-assessment process for new chemotherapy patients - to be discussed on Friday 15th november. Possibility of group pre-assessment clinic being researched. Sian has agreed to attend. Eileen expressed interest having recently experienced chemotherapy.

Action: Feedback regarding Pre-assessment clinic option at December meeting.

5. Ask three Questions.

Ian sent apologies for not exploring the web-site: www.ask3questions.co.uk due to family bereavement.

Action: discuss at December meeting.

6. National Cancer Patient Experience Survey 2013.

Discussion around comparisons with previous year's survey and any improvements or reductions in outcomes, peer review numbers small, the group agreed it was of limited use and value due to the way it was presented and the time lag in publishing it. More feedback awaited from Dr Srihari and Jessica Hancox, Lead Cancer Nurse.

7. Feedback from other meetings.

- (a) Thyroid SMDT – details enclosed with agenda.
- (b) Sian enclosed details of Telford & Wrekin Healthwatch launch with agenda.
- (c) Eileen L. gave feedback from Macmillan Therapy Team Option Appraisal – feedback distributed. (enc. Appraisal doc.)

Very encouraging progress, good patient user input and option chosen for a 3-5 year plan to shift to a community-based focus liaising closely with Community Trust and Social Care teams. (See attached full feedback from Anna Stanley, Macmillan Project lead).

8. Any other issues.

- (a) Eileen A. brought printed details produced by SaTH to aid any patients in their communications with staff. Eg. List of questions to ask, keep a diary/log.
- (b) Discussion re 'Objectives for 2013' set in April/May – concern at size of Forum and low numbers attending.

Time needed to review Forum brief and bring in new membership. Concern that the agenda becomes reactive to on-going issues due to on-going changes within NHS structures.

Action: Further discussion of agreed objectives at December meeting.

(c) Eileen L. gave positive feedback on Ian's presentation of his mum's 'patient story' to the Trust Board – Peter Herring wrote expressing sincere appreciation and intending for the issues raised to be acted upon.

(d) David R. reported on improvements noted in 'rarer cancers' information in Upper G.I. local outcomes on 'My Cancer' website.

9. Date of next meeting:

Tuesday 10th December at 2.30pm. the Hamar Centre, Royal Shrewsbury Hospital, SY3 8XQ.