Patient & Public Involvement Forum for Salford Royal NHS Foundation Trust

Annual Report
1st April 2006 - 31st March 2007
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Foreword by the Chair

This year was of course dominated by two things. The first was the proposed closure of the maternity unit at Hope Hospital. The Forum was one of the first to see the potential risk when the survey started and tried our utmost to arouse other bodies. The Salford Advertiser took up the challenge followed very quickly by the Local Authority. A series of meetings at which the Forum was publicised ensued but ultimately to no avail. When the decision was finally promulgated, the Forum took the decision to back Salford Council’s referral of the matter to the Secretary of State and this has proved successful in that she has decided that there is to be review of the process and the decision. Hopefully this will result in a change of heart and a reprieve for the maternity unit.

The second thing was the likely demise of the Forums and their replacement by a Local Involvement Network (LINk). Once again we had to appeal to the bodies and personalities who had been involved in the battle for the Baby Unit. Our local MP was contacted and he has made representations to the Secretary of State, mainly from the point that the Forums were to be emasculated with the withdrawal of our power to enter and inspect premises with little warning. His efforts (and those of other MP’s) have resulted in a partial restoration. Our other gripe was that the Forum’s have only been in existence for three years and had started from scratch. We have now a good reputation with the hospital authorities and those members of the general public who have contacted us. With no budget for advertising or PR we have managed to get many column inches in the local press and an appeal on our behalf on Radio Manchester. It does seem to any reasonable person that a body with no starting push has made itself felt in the community and the medical world in the short time we have been in existence is worthy of encouragement not dismissal.

So this might well be our last AGM, can I thank all of our members over the past three years for their dedication and hard work, we have been few in number but have performed mighty deeds and as we are all volunteers this has been achieved at no cost to the NHS.

What is the PPI Forum?

PPI Forums are made up of groups of volunteers from the local community who are enthusiastic about helping patients and members of the public influence the way that local healthcare is organised and delivered.

Members come from a variety of backgrounds and have a range of experiences and skills. Forums work with all sectors of the community to find out what people really think about health and healthcare in the local area – and take action wherever necessary.

Each PCT, Acute Trust, Mental Health Trust and Ambulance Trust in England has a Forum, fully independent of the Trust with which it works, who have real power to make a difference in the local community, through the statutory powers given to them by the Government.

In Salford, the PPI Forum for Salford Royal NHS Foundation Trust regularly go out into the local community and hospital to find out the views of patients and then use these to produce reports which are forwarded to staff at the Trust – who have a legal obligation to listen to what the Forum say and respond accordingly. The Forum is also involved in monitoring the quality of local services, whether this be through surveys, hospital visits or questioning Trust reports and statistics.
Forum Members

The PPI Forum is currently made up of 7 members:

Brian Minor - Chair

Beryl Chapman

Marian Wilson

John McDonald

Pat Garratt

Other Members -

Margaret Sirett
Nicola Rawson

The Forum would like to thank past members who have contributed to their work over the last year -

Irene Andow
Forum Activity - 2006/07

There have been several high profile national campaigns that the Forum has been involved with over the past year, and also some very local issues. Detailed below are the main areas of work the Forum have been involved in and the outcomes.

Patient Line

The national campaign about the cost of telephone calls and also television services provided by Patient Line, the largest provider of patient communication systems to the NHS in the country, was investigated in Salford by the Forum. Members visited wards at Hope Hospital to ask patients what they thought and then produced a report which was sent to the Trust.

Car Parking

Members received comments from members of the public about parking charges at Hope Hospital and also the state of the parking system. Members visited the car park at peak times and observed the situation and passed recommendations about the management of the car park which were passed to the Trust. Wardens now monitor the car park.

Food Watch

Food Watch was a national campaign led by CPPIH (the Commission for Patient & Public Involvement in Health - The national body which governs all PPI Forums) around food quality and choice in hospital. The Forum conducted a survey and found that the majority of patients at Hope are happy, though there were some issues with the temperature of food and the simplicity of the menu which were passed to the Trust to review. The Forum also recommended that an information sheet be given to all inpatients explaining how the system works.
Dignity and Respect

A survey of patients from wards across Hope Hospital - including medical, surgical, elderly and maternity wards - was carried out to ask people how they felt about their treatment whilst at the hospital and whether they felt their dignity and respect was taken into account in all aspects of their care, from being included in decisions about their treatment to staff attitudes and facilities. Generally patients were very happy about all aspects of their care, but there were a few issues raised where people were unhappy about the way they had been talked to by staff and a full report will be passed to the Trust once produced.

Annual Health Check

Each year, the Trust must submit a document stating its compliance or non compliance against a set of core standards to the Healthcare Commission, known as the Annual Health Check. The core standards cover a wide range of areas; from clinical governance to infection control, staff training, patient records etc. The PPI Forum has space on the document to submit its own commentary against the Trust's performance in areas of work the Forum has been involved in. Of particular concern to the Forum is the Patient Focus domain, which analyses the systems the Trust have in place to ensure effective patient care and includes areas such as: dignity and respect, equality, having easily accessible information etc. The Forum makes a comment based on its own evidence which is included in the document at the end of each financial year. These comments are included verbatim and sent to the Healthcare Commission, who may flag up any areas of concern with the Trust involved. This information may directly affect the score given to the Trust and so is a very important aspect of the Forum's work.

Maternity Closure

The proposals for the closure of the maternity unit at Hope Hospital were opposed from the outset by the Forum, who have conducted a large amount of work on the issue, including producing a questionnaire to ask the public what they thought of the decision and attending all of the meetings held by the Strategic Health Authority on the proposal. The PPI Forum also joined with the Local Authority Health & Social Care Scrutiny Committee and other bodies to oppose the closure and is delighted that the matter has now been referred to the Independent Reconfiguration Panel by the Secretary of State for a full review.

Other Work

The PPI Forum produced a report investigating public perception of the hospital via 'Your Thoughts on Hope'.

The closure of neurology care beds was also investigated by the Forum.
Working in Partnership

Members have worked with a number of local organisations over the past year on various projects and hope that, with the introduction of LINks (Local Involvement Networks) in the coming year, their contacts with other stakeholders in the community will continue to grow.

Some of the organisations the Forum has been in contact with are listed below:

- Community Health & Social Care Scrutiny Committee - Marian Wilson is a non elected member of the Committee and gives regular feedback of the work of the Forum.
- Maples Steering Group - John McDonald is the Forum’s representative on the steering group.
- Hospital PEAT Group - Margaret Sirett is a member of the hospital’s Patient Environment Action Team.
- Hope Hospital PALS (Patient Advice & Liaison Service) - Pat Garratt maintains regular contact with the PALS service at the hospital.
- ICAS (Independent Complaints Advocacy Service) - Pat Garratt regularly gives feedback from ICAS to Forum members.
- Hope Hospital Board of Governors - Brian Minor was appointed as a PPI representative on the board and provides the views of the PPI Forum to its members and also gives feedback on board activity to the Forum.
- Clinical Audit Committee - Brian Minor is a lay member of the Trust’s clinical audit committee.

The PPI Forum also maintains very good links with the PPI Forum for Salford PCT and John McDonald acts as its representative on the PCT PPI Forum.

The PPI Forum has very good links with Salford Royal NHS Foundation Trust and would like to give special thanks to its Chief Executive, David Dalton, for his prompt replies to Forum queries, Margaret Morris, Chair of the Board, for her continued co-operation and the former PPI Lead, Julie Bradley, for all of her work with the Forum and providing a link between its members and staff at the Trust and on its board.

Forum Support Staff

The Forum have had some changes in their support over the year and would like to give special thanks to Suzy Farrow and Nicole Tidmas, who were the Co-ordinator and Administrator of the Forum respectively earlier in the year. The Forum is currently supported by David Charlton, the Forum Co-ordinator, and Kevin Peel, the Assistant Forum Co-ordinator.
Proposed Work Plan for 2007/08

The Forum continuously strive to tackle any health issues that arise in Salford and have made their work plan adaptable so that they can tackle any important areas that arise during the year. In particular, the Forum would like to focus on the following issues in the next year:

- To monitor Patientline and rising telephone charges and the Trust’s mobile phone policy
- To continue to monitor the Trust’s performance in relation to compliance with the Annual Health Check
- To continue to use the Forum’s powers of inspection to conduct visits to Hope Hospital
- To monitor the new building works at Hope Hospital to ensure that the views of the public are taken into consideration, particularly in relation to access and parking
- To continue to liaise with the Community Health & Social Care Scrutiny Committee to jointly ensure the wishes of the public are debated and acted upon
- To ensure that the expertise and knowledge accumulated by the Forum over the past 3 years is incorporated within the new LINks to ensure the views of the public are at the forefront of all decisions and discussions

If there are any areas you feel the Forum should be working on that are not mentioned above, contact your Forum and they will be more than happy to discuss any additional issues or direct you to someone who can help. Contact details are given on page 10.
Forum Name                  Salford Royal NHS Foundation Trust PPI Forum
Forum Support Organisation Black Health Agency
CPPIH Regional Centre       Warrington

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Notes to the Accounts

1. Income and Expenditure
FSOs are responsible for the management of funding provided by the Commission covering routine operational expenditure incurred on behalf of the Forum, including venue costs, meeting and material costs and the reimbursements of Forum Member expenses. As the Forum has not been directly responsible for the management of funds in the 2006/07 financial year, we consider a NIL return to represent an accurate view of its financial activities.

Declaration

As Forum Chair and as the representative of Salford Royal NHS Foundation Trust PPI Forum
I confirm that the financial statement as set out above is a true and fair record of our financial activities.

Signed ____________________________________________

Name _____________________________________________

Date ______________________________________________
Want to join your local Forum?

Many more volunteers throughout England are now required to ensure that Forums are as reflective of the communities that they serve as possible. Recruitment to PPI Forums is ongoing, so if you are interested please speak to a Forum member, contact the FSO on the details below, or contact the Commission for Patient and Public Involvement in Health on **0845 120 7115** (0845 120 7113 minicom) for an application pack or visit [www.cppih.org](http://www.cppih.org).

Forum members are:

People with an interest in health
People from all walks of life
Anyone over 18

In return you could:

- Make a real difference to health in your area
- Help people voice their opinions and concerns
- Get involved with your community, meet new people and provide a useful service

Contacting the Forum

The Forum is supported by Black Health Agency, who provide practical and administrative support and guidance to Forum members.

If you have any comments, questions or suggestions that you wish to put to your PPI Forum, or wish to join the Forum or get involved in specific issues, please contact Black Health Agency, the Forum Support Organisation, on the details below:

**Salford PPI Forums**  
Black Health Agency  
FREEPOST NAT 14073  
Gaddum House  
6 Great Jackson Street  
Manchester  
M15 4AX

**Tel**: 0161 214 3909  
**E-mail**: Kevin@blackhealthagency.org.uk

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Supporting Forums across the North West