



WOLVERHAMPTON OVER 50s FORUM
Secretary: Mr. Roy Russell MBE
196 Warstones Road, Penn
Wolverhampton WV4 4LF

Tel: 01902 332728

SPEAK AND BE HEARD

Charles Sammonds Ivy Sammonds Mr B. Davies Mrs R. Davies
Mrs Jen Purshouse
MINUTES OF THE MEETING HELD ON 16th OCTOBER 2002
AT 10 am COMMITTEE ROOM 3
CIVIC CENTRE

1. Apologies

Charles Sammonds Ivy Sammonds Mr B. Davies Mrs R. Davies
Mrs Jen Purshouse Mr T. Russell Mrs J. Russell Mr D. Walker
Mrs C. Peat Mr E. Grizzle

Present

Attendance register showed 21 members, Jane Davies PALS Coordinator, Emma Palmer Network development officer and Julie Schuster Learning Disability project worker joined the meeting at 11.20 am

2. Speaker

Jane Davies came to talk to the group about her role as Patients advice and Liaison coordinator. This is a new post that has been developed by the government and will be provided in every hospital and Primary care trust around the country. The post is intended to provide a system of support to all patients, relatives and users of Hospital services. They can support individuals with problems relating to appointments, admissions and general queries and issues of concern.

Jane explained that she has a counterpart who works in the Primary care trust by the name of Maxine Bygrave. They work closely together to provide a seamless service to all hospital users.

Jane gave some examples of how she may assist people with issues relating to their hospital experience.

She is able to assist people who are being admitted to hospital. She can meet them on their arrival, sort out their admission and assist with their discharge. This can be done for anyone who is experiencing a difficulty with a planned admission. The patient's advice and liaison service will support the individual through their hospital experience.

Jane is also able to assist with issues around bereavement, for example when someone dies in hospital their relatives often do not ask questions during the traumatic period of

Hospitalisation prior to death. The patient's advice and liaison service can be come back to a later date for relatives who have any questions or issues. The service is not there to replace the Complaints procedure and is not there to talk people out of making a complaint but it is there to quickly and effectively answer queries and issues without the need for an official complaints procedure if one is not required. She went on to say the service covers all areas within the hospital including the Accident and Emergency department.

Jane went on to say they are interested in hearing people's experiences of hospital services, they want to look at the concerns and issues raised and do something about them. The idea being is that the patient's advice and liaison service will feed back to the Trust board what people think and what needs to be changed.

Jane went on to explain the Patients forum and what this means to members, she also discussed the way the future of the service will be assessed.

Jane answered questions from the group and said she will be forwarding information to all members about the service and how to contact her in the very near future.

**Copies of contact details are enclosed for all members with these minutes
A copy of the Government standards for the PALS service is held with Emma Palmer anyone requiring a copy of this can contact Emma on 01902 555494**

3. Minutes of the last Meeting

The minutes of the Meeting held on 18th September 2002 were agreed as a true record. Proposed by Jim Speakman and seconded by Marjorie Wedge.

4. Matters Arising

Jim Speakman wanted it to be noted that the views of the individual member on Traffic calming Humps noted in the minutes of last months meeting were not the views held by the Public Safety committee.

The apologies on last month's minutes did not show Pat Whitaker although she had given them the month previously. The Chairman apologised to Pat for the omission.

A dispute was raised over current members not being on the membership database. The Chairman agreed to investigate it.

5. Chairman's remarks

The Chairman said that discussion had taken place in the last management meeting about documents given to the forum for distribution to the members. As some of these documents are lengthy it is costly to copy them for all and often the documents are not of general interest. Therefore it had been decided that any documents to be copied should in future be agreed as being relevant to all members before being copied and given to all members

6. Treasurers Report

The treasurer had given his apologies for this meeting but had sent a report in to be presented by the Chairman. It had been previously requested by members to have a breakdown of expenditure and income in the report.

The chairman read out the breakdown of expenditure totalling £354.72 with income £47.00 from individual members and £35.00 from groups. Amount held at present time by the Forum is £875.18

7. Correspondence

No correspondence this month

A document has been made available to Forum members, it is entitled Review of Information provision for older people, a copy of this document can be received by contacting Emma Palmer on 01902 555494.

8. Sub Committee Reports

8.1 Public Safety Sub committee

Next meeting of the committee is on 5th November George Clarke will be attending to discuss issues around Alcohol in the city centre.

The issue of speed humps was raised and the Chairman of the Sub committee stated there are 3,000 deaths in connection to speed every year and 120,000 serious injuries. It is noted that there are concerns over the use of speed humps but until a better alternative is found, they need to continue to be used.

Much discussion took place on the issues around speed humps and other traffic calming measures. It was noted that many people complain about the use of such measures and discuss it at length but few people seem concerned with the amount of deaths and injuries.

The chairman had been asked to inform the forum and its group members about a scheme being launched to give Cycling instruction to young people. The scheme is seeking volunteers of mature people to give 2 hours per month instruction to groups. There will be a payment of £5.00 made for each session. More information can be obtained from Helen Hill Road safety officer on 01902 555721

The Road safety department has asked for groups represented in the Forum to consider passing information about road safety to their members, they can contact Helen Hill Road safety officer on 01902 555721

8.2 Health Sub Committee

Marjorie gave a report to the group about the Bereavement Centre Steering group and a recent meeting of the health sub committee.

Marjorie's report is attached as Appendix 1

8.3 Housing Sub Committee

Mike Nicholls gave a report on the work done by the Housing sub committee. He raised the issues around the Tarran Bungalows on the East Park estate. Mike explained how the Future of these bungalows had remained in limbo for some time. The work of the sub committee meant the issue now had been resolved. A letter had been received by the Sub committee from Councillor Bilson in relation to the bungalows which states they are to receive a programme of refurbishment which will hopefully start in April of next year.

It was felt that this was a definite indication of the need for the sub committee and showed clearly how the work being done can pay off. It was seen as an example of what the forum can achieve for people. Initially it had been thought the decision on these properties would not be released until the end of the November. When the sub committee became involved the process became shorter and the letter with the decision was sent to the sub committee on the 10th October.

Members congratulated the sub group on their hard work. There have been no new members come forward to join the sub committee, so there was little point in having a meeting at the present time.

9. Any Other Business

Mike Nichols told the members of the Neighbourhood Environmental action team (NEAT) the purpose of the teams being to clean up areas within the city. For further details contact Keith Nye on 01902 555186

A member suggested the answer to the litter problems in the City could be to use people on community service orders. A suggestion was made to ask the Chief Probation officer to come and talk to the forum about how community service orders are carried out.

Mike Nichols requested that the Forum start to work with the Anti Social Behaviour unit (ASBO) Mike suggested the forum consider inviting Phil Heywood to come and talk to the Forum.

Mike gave the group extracts from the minutes of the ASBO meeting and stated two members of the Forum already attend these meetings.

A discussion was commenced about the reasons why membership to the Forum was falling and what needed to be done about this. A lively discussion took place.

Julie Schuster joined the meeting for a short time to request information from the Forum members and asked for assistance to find groups in the Wednesfield area. Julie explained she is running a project to try to change the way people with learning disabilities are presented with Day activities. Members gave suggestions to Julie where she may get help.

Members were reminded about the Booklet available called Street wise.

10. Date of Next Meeting:

Wednesday 18th December 2002 10am in Committee Room 3, Civic Centre.