

Notes of the Patient Care Standards Committee
Held on 7 November 1995 in the Board Room, Trust HQ

PRESENT Prof. R Dixon
Mrs V Cox
Mr H Ross
Mr R McKinlay
Mr I Stone
Dr J Bullimore
Mrs T Wood
Mrs T Beacham
Ms J Maher

1 Apologies

ACTION

Mrs Maisey, Mr Wisheart, Mrs Baldwin

Mr Ross was welcomed to his first meeting of the Committee.

2 Directorate Reports:

Mrs Luhman discussed developments and changes in five areas:

- Patients Charter Standards
- Staff training
- Audit
- Service developments
- Complaints and compliments

Patients Charter Standards: New standards for Community Nurse visits had been introduced with a four hour limit for urgent referrals and two working days for non urgent cases. On the first monitoring period the standard did not cover urgent referrals and there were only four instances of the standard for non urgent cases not being met.

Performance was also good on the recently introduced time banding for choice of appointment time by patients. For District Nursing the time bandings of choice were met in over 80% of cases. This was slower in rural areas and Mrs Luhman had also noticed an increase in mileage claims since this aspect of patient choice had been introduced. She was looking into the planning of visits to try and reassess the increase. She noted that some patients were very flexible on choice of time band whilst others insisted on specific times.

Meeting the bandings in Health Visiting was more difficult because of the legal obligation to visit mothers within two days of registration of a birth. The information from GP Practices was not fast enough to allow efficient planning by health visitors. Patient compliance was also poor in some areas. Mrs Luhman was working closely with the FHSA to try and improve compliance.

Staff Training: The Directorate had a need to respond quickly to recent changes in advanced nursing practice. Mrs Luhman was discussing with GP's the service requirement and to match training in meeting this need. She was concerned that GP's were expecting nurses to take on tasks usually done by doctors such as phlebotomy in nursing homes.