



**Wolverhampton Patient Advisory Cancer Team  
(PACT)**

Minutes of a Meeting held on Thursday, 8 November 2018  
From 9.30 to 11.30 am

At 'The Beeches', Penn Hospital, Wolverhampton

<b>PRESENT:</b>	David Hellyar (DH)	Chair
	Robin Comley (RC)	Treasurer
	Pat Roberts (PR)	Patient
	Jean Hancox (JH)	Patient
	Janet Aldridge (JA)	Patient
	Tracey Weetman (TW)	Nurse Consultant in Cancer Care (RWHT)
	Jacqui Cutler (JC)	Minutes

**APOLOGIES:** Pavitter Mainn, Diane Wright, Lesley Sharpe.

<b>Agenda No.</b>	<b>Reference</b>
<b>1.</b>	<b>Introduction and Apologies</b> David welcomed everyone to the meeting. Apologies were given as above.
<b>2.</b>	<b>Minutes of the previous Meeting</b> These were agreed as correct.

### **3. Matters Arising:**

#### **3.1 A & E Waiting Area**

Tracey Weetman said that as far they were concerned the acoustic problem had been addressed – but this was then clarified as the waiting area in the X-Ray Department within A & E. It did however appear that this was also the case with the main A&E Waiting area; “Baffles” had now been installed in the roof area.

They were more than happy to meet with us if anything else can be done to improve the sound in this large area.

Both Jean Hancox and David Hellyar suggested we go and sit in there, to see how things had improved. But it was felt, to be fair, you would need to visit at various times of the day/night to get a true picture.

As had become clear at previous PACT Meetings, the other part of the acoustic problem was the way staff called out patient’s names. TW was pleased to tell us that work was being done here, with training from the Senior Matron to help improve this.

There were, as everyone could appreciate, many factors that came into any “ideal” solution. Tracey said, however that she would look into the number of complaints that they do receive in that Department/Area. (There are feedback cards for patients to fill in and leave)

DH said if he happened to be in the area on a future occasion, he would observe how far he felt things had improved, when it came to the acoustics.

#### **3.2 G.P. Letters and copies to patients**

Tracey Weetman said that in their Department it is still “opt in” – that is patients have to ask if they want a copy of the letter that their GP receives. She did though say that they now have a leaflet that is given to Patients at diagnosis. This is to do with Data being shared. If the individual doesn’t want their data (although anonymised when the data is put on the system) to be used for whatever purpose, they can, at that point ask to “opt out” of this.

Tracey said with regard to the copy letters to Patients in Cancer, she would look into this again “higher up”, and see what can be done.

### **3.3 Mobile Breast Screening Service**

DH referred to communications (copies of which were handed round) from Jenni Ord, the Chair of Dudley Group NHS Foundation Trust, and Andy Green the Company Secretary of Black Country Partnership NHS Foundation Trust.

These replies still did not really address our questions; and in the case of the letter from Jenni Ord, (dated 2<sup>nd</sup> November) were misinformed. In her letter, she stated that a screening service is currently available from July to December 2018 at Lower Green Health Centre. This is not the case, and the Mobile Screening unit has not been there for some time. It remained that the only "permanent" screening Service was at New Cross Hospital.

Andy Green (in his email to David, of 6<sup>th</sup> November) was willing for them to consider re-siting the Mobile Breast Screening unit at Penn Hospital, for a time. Those present doubted that there would be a suitable location for this, even for short periods, as car parking was very limited at the Penn Hospital site.

Jenni Ord had offered to discuss with us, the review of Screening sites in Wolverhampton. With this in mind those present felt that we should invite her to one of our Meetings to discuss: a) the mobility of the Service and b) the uptake of the service.

**ACTION:** DH would write to Jenni Ord.

### **3.4 Car Parking charges**

DH had asked Tracy Cresswell from Healthwatch to provide an update, which she hadn't. However, he would be seeing her at a different event this afternoon, and he would ask her then. David would let Jacqui Cutler know what had transpired, and this would be included in the Minutes.

General discussion followed about Car Parking charges at New Cross. It did seem to vary quite widely across the Hospital site on the different Car Park areas.

Tracey Weetman informed us that there is a new Car Parking area in front of Ophthalmology and, as people were aware, there were plans for a new Multi-Storey Car Park (for patients), elsewhere on the New Cross Hospital site.

### **3.5 Specialised Cancer Centre**

The bid for this had been submitted from RWHT. Tracey explained that we were 2<sup>nd</sup> in the running, but have slipped to 3<sup>rd</sup>. However, we were still in the running, and go on to the next "round". The problem is that the other bids were not just for Cancer, and included equally pressing health areas and needs. West Park had put in a bid and also Sandwell. It was a Black Country bid, and really "boiled down" to what/where the greatest need was.

The group turned to the subject of Cancer and missed appointments. This was complex, and sometimes was the case of letters not received. However this was an issue, particularly among some of the Ethnic communities in the larger Wolverhampton area. It was felt that PACT could play a useful part in this, perhaps on the ground in the form of a simple survey. As a friendly face, representing the Patient's needs, it also perhaps fed in to another PACT objective of "broadening the PACT forum". However, David Hellyar wondered whether this was a job for us, or Healthwatch? Tracey Weetman thought there was some overlap, but she felt that (touching on the Terms of Reference) we needed to have a Workplan and make ourselves (PACT) stronger and more proactive.

### **4. RWHT update**

This had largely been covered in the previous Agenda items.

### **5. CCG update**

There was no-one present from the CCG to provide an update.

### **6. Next Year's Meetings**

David Hellyar suggested that we go back to meeting on a Wednesday at 10.00 am to 12.00/12.30 pm, as this on the whole suited people better. Tracey Weetman had also indicated that this was a better day than Thursday for her.

David would look into the dates for 2019 on this basis. Once these had been confirmed and booked, JC would send a list of next year's dates out to everyone.

### **7. Terms of Reference**

TW had touched on these at *Agenda item 3.5*, but full consideration of the Terms of Reference had to be deferred due to lack of time. Tracey had observed that there is a risk of the role of PACT blurring with that of Healthwatch, which is not the purpose of the group. Any amendments should clarify this point.

## **8. Members Feedback**

### **8.1 Cancer Alliance PTP Engagement event**

This event had been held at Villa Park, earlier in the Autumn. The event had been organised to present the purpose of the Cancer Alliance and discuss the ways by which public and patient engagement could be achieved. Four PACT members attended. All in all the overall attendance from elsewhere was disappointingly low, considering the importance of the event. David Hellyar was pleased with both the numbers from PACT and their contributions to the discussions.

## **9. Broadening the PACT forum**

Broadening membership remains a problem. Robin said PACT is the sole remaining Group from the old Network. Pat Roberts thought that the lack of members who have recent Cancer experience is a disadvantage, and expressed serious concerns for the long-term future of Wolverhampton PACT. Despite the hard work of the members of the group, others had to agree that they felt the same. There was a suggestion to have an informal discussion to explore ways of generating interest and increasing membership.

## **10. National Cancer Survey Results**

As TW had to leave the meeting early, Jean Hancox asked before she left, how we had "done" in Wolverhampton. Tracey said she felt it was still positive overall, but "static" – there was no improvement on last year's results. Tracey would send the detailed Survey Results out to us.

## **11. Any Other Business**

Earlier in the Meeting Tracey Weetman had mentioned the problem we have experienced for several years of the length of time it took for our expenses/Secretarial work to be paid. She had thought that we might want to "take back" what was, after all, our Money and administer it ourselves. Others were amenable to this idea, including Robin, who as Treasurer knew the shortcomings of the current system. We would look into this further, but it was felt that it may be possible to do this.

## **12. Date of the next Meeting**

This was still to be confirmed, but would most probably be sometime in January 2019.

Please also see *Agenda item 6*.