

New Children's Hospital Family Panel

21st February 2008
Minutes

NCH Family Panel
21st February 2008

In Attendance...

- Kate leading the work with families and young people
- Jacque daughter of Yorkhill on a number of committees
- Mhairi Project Manager
- Yvonne - CHAS
- Maureen - parent
- + Stuart -

Where things are...
- Mhairi

Public Funding approved by the board
- Next to government and for cabinet approval.

Looking at pros and cons of building moving forward
- probably 6 months before next big progress report.
If public funded you give the brief for the building
What are the key areas for families and young people to have a say in the design

Family Panel have to get out and have a look at other buildings for ideas - Helps recall talking points and see accessibility - including parking spaces

- Mhairi will come on visits.

Where things are

- Mhairi



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* What are the key areas for families and young people to have a say in the design *



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What do we need from Services...?

Families new to Services blame themselves when things go wrong.
 Families experienced with Services tend to know what isn't working.

- Surgical Short Stay Group**
- Outpatients
 - Surgery
 - Fracture
 - Hospital at night
 - Child protection
 - Accident + Emergency
 - Rehabilitation

Recognised as a good model by other services

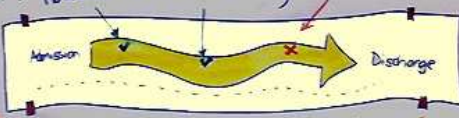
could do by telehealth or GP surgery

Foreign the Community
 felt most children when not their home
 discrimination
 Only the non-FAS

Surgical Short Stay group decided they would look at pre-admission, and discharge planning at some time.

Kate surveyed families, most thought it would be a good idea.

Polled out the parents journey



Fewer children who can not understand the information
 - Often families more from artwork @ lego

Pre-admission - most people didn't see travel on the day as an issue.
 - How to get a wider consultation on this?



- Questionnaire, but reflect it on day or help them fill it in
 - Phone questionnaire
 - Face to face

- Discussion groups through PAMIS/CPMS etc



- Newsletter - good in waiting rooms and canteen centres

Online Surveys? not solution

- Some people use texts



- Larger meeting where parents can get together and discuss Short Stay proposals.

- Parents talking to other parents - very important for sharing experience

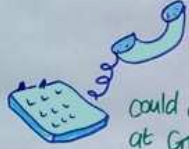
What do we need from Services...



Families new to Services blame themselves when things go wrong
Families experienced with Services tend to know what isn't working

- Surgical Short Stay Group:**
- outpatients
 - Surgery
 - Front door
 - Hospital at night
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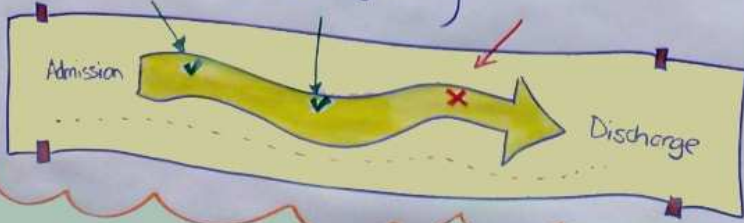


could do by telechecks at GP surgery

to help the community.
Felt most letdown when we went home didn't know who to cope
Only help Mon-Fri 9-5

Surgical Short Stay group decided they would look at pre-admission, and discharge planning at same time.

Kate surveyed families most thought it would be a good idea.
Plotted out the patients journey



Favours children who can most understand the information
Affects families more from outwith Glasgow

Pre-admission - most people didn't see travel on the day as an issue.

- How to get a wider consultation on this?



- Questionnaire, but collect it on day or help them fill it in
- Phone questionnaire
- Face to face

- Discussion groups through PAMIS/CAAS etc?



- Newsletter - good in waiting rooms and carers centres



On-line surveys? not so keen



- Some people use texts

- Larger meeting where parents can get together and discuss short stay proposals.



- Parents talking to other parents - very important for sharing experience + information

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Discharge Planning

Families and children not knowing they will need catheter / walking frames after operation

Families left not knowing how to administer medicines at home.

Community Services only Mon-Friday 9-5.

Felt most disappointed at discharge.



✓ Ways to Consult...

① Surveys - Straight forward language



② Use other organisations mailing lists



③ Discussion groups



④ Newsletter - inc. Easy Read



⑤ Online Surveys



⑥ Wider Public event



⑦ Telephone survey.

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