



# Borders General Hospital Participation Group

## *Update Newsletter*

Issue 1  
February  
2015

**Welcome to the 1<sup>st</sup> issue of BGH Participation Group Update Newsletter.** This newsletter is to let you know what the Group is doing.

### Membership

The Participation Group consists of 12 members of the public from across the Borders area supported by BGH staff and managers.

### Frequency of meetings

The Group meets on the 2<sup>nd</sup> Thursday of every month in the BGH Committee Room.



*Members of the BGH Participation Group L to R – Ian Wilkie, Veronica Saunders, Claire Dennett, Rosemary Evans, Kim Strachan, Michael Geen, Barbara Paul, George Anderson (Chair – pictured front) Members not present; Andrew Leitch, Fiona McQueen, Jenefer Mawhinney, Margaret McGregor, Mary Jackman*

### What the Group does

The group gives a public perspective and support to staff at Borders General Hospital on ways to improve services. The Group was set up four years ago and has worked with BGH staff on many projects. These have included:

- Noise of TVs on wards and noise at night
- Knowing who is in charge of the ward
- Information for patients on danger signs to watch for after discharge
- Nurses and doctors washing their hands before attending to patients
- Mobile phone policy
- Dining Room opening times
- Telephone switchboard etiquette

New members have joined the Group recently and George Anderson took over as Chair in October 2014. As well as attending meetings, some members have been involved in ward walkrounds and one member sits on the Endoscopy Group and gives updates at regular times. At the December meeting public members and staff looked at what projects to take forward in 2015. These have been taken from the most recent National In-patient Survey results for BGH and include:

- Patient knew which nurse is in charge of their care
- Visiting times on wards – flexibility within the times
- Information for patients on discharge

We very much want to work with staff at all times. We welcome members of staff who come along to tell us of the different services provided by BGH. This helps us to learn about services, how they are delivered and to increase our knowledge of the hospital as a whole. It also gives staff the opportunity to bring us ideas of how the group can help to improve things. **We ask staff to bring us their ideas of how the group can help to improve things. We meet on the 2<sup>nd</sup> Thursday of each month and have some lively discussions! If you would like to bring an idea to the group please contact: Susan Hogg, Public Involvement Officer ext. 26701**