



Borders General Hospital Participation Group

Update Newsletter

Issue 2
June
2015

Here is another newsletter where the Public Members have been helping to improve the patient's journey from admission through to discharge.

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 2nd Thursday of every month in the BGH Committee Room.



The BGH Participation Group was a strong influence and support in implementing '#Hello my name is.....' within the hospital.

The spotlight this year so far has been on the following:-

- **Sensorium.** Once again, noise in wards at night has been a big issue for patients, and we are glad to report that the sensorium is now up and running in wards 6,9,12,14 and the Margaret Kerr unit. We look forward to it being extended to other wards in the near future.
- **Spiritual Care.** Concern has been voiced about access to spiritual care. Rev. Anna Garvie told us of the work of the Chaplaincy and the use of the Tryst as a quiet space for patients and relatives alike. This does not appear to be widely known, so we have suggested that information be given to patients on their admission along with the other information that is currently offered.
- **Delay in Discharge.** This is an ongoing problem, although one that everyone is working to achieve a successful outcome with. It mostly occurs as a result of waiting for medication, and we are hoping that this can be solved with the co-operation from doctors and pharmacy.
- **Help and support at home after discharge.** It is hoped that the planned integration of NHS Borders and Social Care will help improve the help and support at home currently given. We hope that both parties will come and talk to us on this subject in the near future.
- **Walkrounds & Inspections.** We support these when we join the Executive Lead and the Manager for the specific areas within BGH, Community Hospitals and Health Centres in NHS Borders. We participate in the programme which is already planned up to the end of March 2016. A bit more detail of this will appear in the next newsletter.
- **Communication.** If members of staff would like to identify anything that they would like us to look at on behalf of the patient, please contact Mr George Anderson, our Chairperson, Susan Hogg, the Public Involvement Officer ext. 26701, or any of the Public Members you know, or have seen in the photograph in the last newsletter.