



# Borders General Hospital Participation Group

## Update Newsletter

Issue 3  
September  
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 2<sup>nd</sup> Thursday of every month in the BGH Committee Room.



*Borders General Hospital*

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

**Delay in Patient Discharge** This problem continues. Efforts are underway to identify “protected time” for Junior Doctors to write up the discharge letters and the accompanying prescriptions in order to get them to the pharmacy dept. timeously. Communicating to the patient the possibility of some delay in processing their discharge was thought to be essential. Discharge letter content is to be discussed at a future meeting. It is understood that the use of/need for “blister packs” in the pharmacy is under review as they are both time consuming and expensive and can contribute to delay in discharge.

**Clinical Nurse Specialist Funding** This was discussed as a means of reducing the length of stay in BGH of patients with long term conditions. More information is needed on this and the subject will be returned to when it becomes available.

**Ward Information Board** Work is ongoing on this and the group hope to discuss in more detail the wisdom or otherwise of including some types of information on the Board.

**Other Activities** Several Public Members of the group have become involved in other activities. Two members are engaged in a clearing up exercise within the BGH getting rid of out of date posters and other paraphernalia and updating things where necessary. Another member was invited to join the Staff Awards Judging Panel and was impressed by all the applications. He was also delighted to be invited to participate in the NHS Borders Chief Executive interviews Stakeholder Group.

**Walkabouts and Inspections Update** One of our members has now completed three tours of inspection at Hawick Community Hospital. As the Public member her principal involvement was interviewing patients about their hospital experience then offering feedback to the Charge Nurse highlighting anything that appeared to need attention and passing on any areas where patients were particularly complimentary. She was also involved in identifying the level of compliance in matters such as Hygiene and Health and Safety. Another member also undertook two leadership Walkabouts in BGH and was very impressed with the staff on both wards.

**Contact Us:** If members of staff or the public would like to identify anything 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 on 01896 826701.