

Panel of Reference Meeting
17th June 2009
Florence Barber Room 2

Present

Helen Clark
Donna Clark
Martin Meechan
Stephen Hamilton
Ailsa MacRorie
Hilda Smith
Ann Morrison
Jean Faddah
Margo Taylor
Andy Morrison
Stephan McAtamany
James Robertson

Apologies

Raymond Chan
Dr Flowerdew
Dougie Pickering
Carla Mills
Gavin Kennedy
Vicky MacAskill
Niall A Brunton
Morag Ramage
Paula Cassidy
Fiona Robertson
Rose Hall

Helen welcomed three friends from Community Horizons and guest speaker Dr. John Taylor to the meeting.

Guest Speaker: Dr. John Taylor – Associate Medical Director

Dr Taylor asked the group for questions and comments during his talk in which he discussed patient psychiatrists. Helen brought up the issue of lack of communication when psychiatrists leave and new ones assigned to patients. This often causes distress and could be combated by a simple letter to patients or their carers. A template could be made to allow for a receptionist, administrator or CPN to send out to all patients.

One of our friends from Community Horizons brought up a point about hospital treatments and CPN's. In cross house he wanted to change to someone else, this was done in cross house and also when he was admitted to Ayr after a letter was written with the issues requiring the changes. Many patients did not know they could write letters of complaint if they feel the needed to. Staff at the hospital also did not know and told patients to speak to consultants who would no more about the complaints procedure.

Patients can request a change with or without discussing the issue with their Doctor or consultant. Also the Clinical Director is there for staff to talk to if patients request a change. Consultant and nursing staff should allow for problems in patient/staff relations as every one is different and may not react the same way as other patients.

Advanced Statement – A CPN or consultant can assist a patient in filling out an advanced statement. The patient has to decide who their named person to act on their behalf if they become ill would be.

Care Plan - There is now a crisis care team who have been in place since March (09). If a call is made during the evening or on a weekend it should be dealt with by a member of the team. As far as we know this is a 24/7 arrangement.

Before Dr Taylor left he agreed to contact the communications department about creating a template for letters to be sent to the patient concerning their consultant leaving and a new one being appointed. The letter should also contain the name of the new consultant.

Conference Items

Helen brought catalogues to look through for items to give away at conferences. Some suggestions were: Stress balls, post-it-notes, yo-yo's and pencils/rulers.

Helen will look into the cost and amounts of each and order for the panel.

Ardrossan Highland Games – Helen would like to thank Martin, Ailsa, Donna and Leonard for their support on the day. The Panel raised £53 from the stall.

A.O.C.B.

Katy Morrison would like her details taken off the bank statements and would no longer like to be the treasurer. Members need to consider someone to take over the position. This will be discussed at the next meeting.

The next meeting will be on Wednesday 15th July, Florence Barber room 2 Ailsa Hospital 2-4pm.

Email: info@thepanelofreference.org.uk

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