

Waiting Well

Wednesday 12 June 2019

Involvement Centre, DMH

Present: Jonathan Wright, Lyndsy Jones, Gordon, Jo Hill

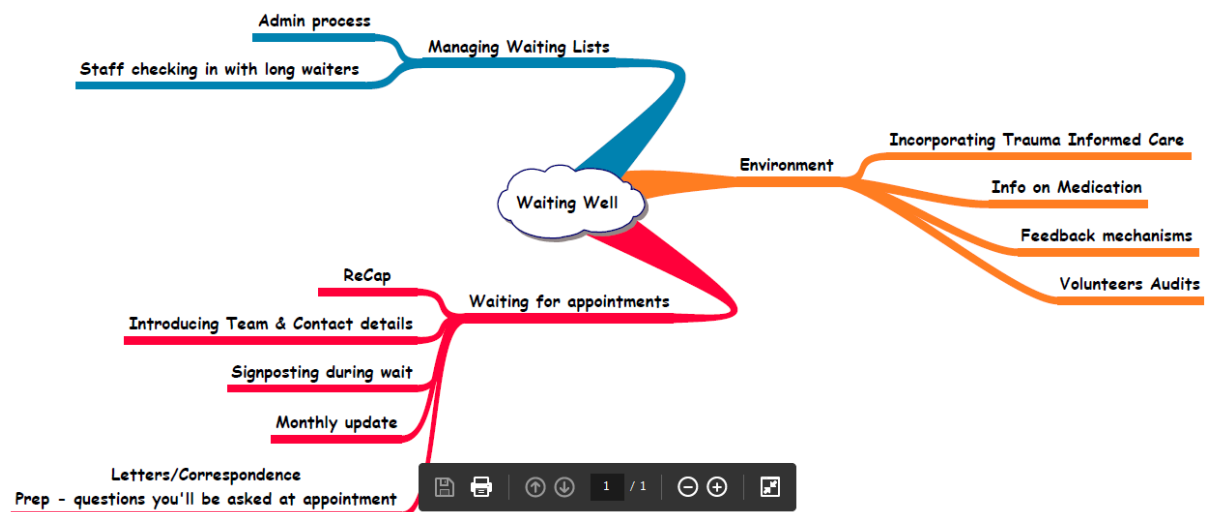
Welcome & Intro

This is the very first meeting. Issues around waiting times and experience of environments has come up through service user & carer feedback. AMH have also had this on their agenda for some time, and the PIG Group (Patient Information Group) run at the Involvement Centre has been looking at a number of projects that would contribute to this agenda.

Discussions have been had at AMH meetings; LMHT Steering Group and AMH DBM (Directorate Business Meeting) around what is happening around service users waiting for AMH Community Services. Both DBM and LMHT meetings were supportive of the Involvement Centre pulling this work together and working in a coproduced group with AMH staff, Involvement staff, service users and carers.

Identifying Purpose

The group tried to identify the areas of work that they considered constituted the total of the Working Well agenda; see below diagram



This diagram will be added to as new areas are identified. Each of the branches represents a task or project that needs to be considered and completed in order to address the Waiting Well agenda.

What is the Waiting Well Agenda?

In order to avoid assumptions the group decided to gather further information and views on what people think is important for service users whilst waiting for an appointment.

ACTION: Jo Hill to produce template/questionnaire aimed at Team Leaders and Service Managers on what they consider to be the issues and parts that work well when service users are waiting. Jo to

share template with group, and group to feedback on questions before it goes out. Short time frame was agreed.

ACTION: Jonathan Wright to pull feedback from Care Opinion and Your Feedback Matters on waiting over the past 3 years to identify themes, issues and what people find important. Also a wider search to take place across all Trusts on Care Opinion around waiting.

ACTION: All to try and identify good practice around waiting. Trusts that may be doing work on this successfully etc.

ACTION: Jonathan Wright to contact Andrea Cockhram to see if paperwork on Trauma Informed Care can be shared and adapted for volunteers when considering auditing waiting room environments.

ACTION: Lyndsy Jones & Gordon Taylor to coordinate and support discussion at both Involvement Centre meetings to identify what's important for service users and carers when waiting.

Agreed at next meeting

We would study info from staff feedback, patient and carer feedback in order that this info will guide how and with who we work on the identified areas in the diagram. Other areas may also emerge.

There may also be a change of name for the group. The hope is this will emerge from the views that we hear from.

Next meeting

Wed 10 July

2pm-4pm