Members of the Patients Panel and other public partners are involved in the monitoring of cleaning standards in healthcare facilities. For over two years volunteers have joined healthcare staff in the monitoring of cleaning standards in Hospitals and Health Centres across NHS Glasgow and Clyde.

All the volunteers involved with this initiative have described it as a valuable and informative experience.

Sadie Gordon, a public partner from North Glasgow Public Partnership Forum (PPF) has been involved in this initiative for over a year says, “I was surprised to see the level of detail in monitoring the cleanliness of hospitals; for example, checking under taps and the fittings in bathrooms, tops of curtain rails and lifting cushions in public areas and even checking inside hoovers.”

If you would like to find out more about the project contact Lesley Anderson on Lesley.Anderson@ggc.scot.nhs.uk or 0141 211 3796.
**Missed appointments**

At a previous meeting Linda McGlynn, Patient Engagement Officer gave a presentation about the 18 Weeks Referral To Treatment Programme. Here Linda reports on the issue of missed appointments.

Missed appointments are a big issue for most NHS services across the UK and the situation in Scotland is no different. We know that there are numerous reasons why people can’t or don’t keep their appointments. A recent outpatient telephone survey carried out at New Stobhill Hospital by the 18 Weeks project team, revealed that the principle reasons why people said they did not attend were:

- They forgot about their appointment
- Illness
- Due to an administration error (for example, they did not receive appointment letter or the NHS had the wrong contact details)
- They tried to cancel but had difficulty getting through by telephone

NHS GG&C recognises we have a role to play and as part of the 18 week programme we are concentrating our efforts on improving referral processes between GP practices and secondary care (hospital services) for example:

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**What is the Patients Panel?**

Consisting of members of the public from across the Health Board boundaries, including members of the Community Health (and Care) Partnership Public Partnership Forums (PPF), the Patients Panel was set up as a sounding board to help Greater Glasgow and Clyde’s Acute Hospital services understand some of the big issues for patients.
What is it like to be a patient in hospital?

In our last issue we told you about the ‘Better Together’ patient feedback survey. ‘Better Together’ is a national patient feedback programme aimed at helping the NHS deliver high quality care by listening directly to the people who use our services, and making their experience a key part of our business.

Following a successful pilot of the survey in late 2009, 18,969 surveys were sent out in January 2010 to patients who have had an inpatient stay in our Acute Hospital Services during the preceding three months. Rory Farrelly, Director of Nursing for Acute Services is responsible for the Greater Glasgow and Clyde survey and had this to say, “I’m very excited about the programme. Never before have we had such an opportunity to ask so many of our patients about the things that are important to them. I see this as a fantastic way to learn about what we do well and also where we need to improve. I’m also aware that not everyone wants to complete a survey or is able to do so, so it’s my intention to make sure that we talk to people who are seldom heard within our services so that we can build up a full picture of what is going on for them.”

The results of the survey will be announced later this year. To find out more about the Patient Experience Programme visit www.bettertogetherscotland.com or call 0131 244 4841 or email patientexperience@scotland.gsi.gov.uk

- Improving information contained within appointment letters
- Ensuring patients have adequate notice of appointments
- Improving our appointment booking system

Development of an appointment contact centre to be piloted initially for the 4 hospitals serving the north of Glasgow. The appointment contact centre will be a centralised point for patients to telephone and there will be a single, dedicated telephone number. It is hoped that this service will make it easier for patients to keep, cancel or re-arrange their hospital appointments.

It is anticipated that the contact centre will initially concentrate on referrals for dermatology and the chronic pain service. Following a successful trial period it is hoped the model will be extended to other specialties across NHS GG&C.

You can find out more about ‘18 Weeks’ by visiting www.nhsggc.org.uk or contacting Linda McGlynn on 0141 201 4809 or Linda.McGlynn2@ggc.scot.nhs.uk

Rory Farrelly
What has the Panel been involved in?

Since our last newsletter members of the panel have been involved in a number of activities including:

- Receiving an update on the progress of the Acute Services Modernisation strategy for North Glasgow including developments at Stobhill and Glasgow Royal Infirmary
- Participated in discussions and ongoing work to develop the NHSGG&C Food, Fluid & Nutrition strategy
- Met with Professor Barry Gusterson to discuss organ donation and the new Bio-bank project for NHSGG&C
- Contributed to discussions on the development of an accessible information policy for NHSGG&C
- Heard about the implementation plans for the NHSGG&C MRSA screening project
- Rehearsed patient journeys at the new plastic surgery outpatient service at Glasgow Royal Infirmary
- Met with representatives from the Scottish Government to discuss the development of the NHS Scotland ownership report

Contact us:

To find out more about the Patients Panel and its work, or any of the projects mentioned in this newsletter, feel free to get in touch. If you would like this newsletter in an alternative format please let us know by contacting:

Telephone: 0141 201 4809

Email: community.engagement@ggc.scot.nhs.uk

Or write to:
Community Engagement Team
(Hospital Modernisation Programme)
NHS Greater Glasgow and Clyde
Dalian House
350 St Vincent Street
Glasgow
G3 8YY