

8 March 2011



Kent LINK External Representatives Meeting Report

Name of LINK Representative	Peta Groom
Name of External Organisation	Maidstone and Tunbridge Wells NHS Trust
Name of External Group	Patient Experience Committee
Name of lead contact of External Group	<i>Not specified</i>
Date of Meeting	3 February 2011
Venue of Meeting	<i>Not specified</i>
Summary of Meeting (If appropriate attach papers)	<ol style="list-style-type: none">1. Again no representative from NHS West Kent. Coordination between hospital and PCT is essential for seamless care. GPs get a report after a patient has been in hospital either as an in or out-patient. Services such as physiotherapy are subject to PCTs who commission services without a representative from NHS West Kent, there is no way of direct questioning2. The hospital trust demonstrates a real commitment to listening to patients and acting to remedy any concerns3. Food quality is well received4. Infection is monitored carefully and very low rates now reported5. Some visitors seen ignoring hand gels6. Hospital activity encouraging volunteers to work as 'meet and greeters' to help patients and visitors with way-finding, befriending the lonely, helping patients fill in satisfaction surveys. Anyone with minimum of three hours a week please contact Maidstone and Tunbridge Wells NHS Trust

	<p>7. Report of staff shortage in Maidstone A&E to help a lady with psychiatric problems. Action by hospital</p> <p>8. Annual Report shows finances in balance. My overall impression is one of confidence in this hospital trust. The atmosphere is one of the most outstanding improvements. The staff look and behave professionally and are taking pride in giving a good, safe service. They smile.</p>
<p>Recommendations / Actions eg</p> <ul style="list-style-type: none"> • Items for LINK bulletin • Items for individual interest group • Issue to Priorities Panel / Governors' Group 	
<p>Date of Next Meeting</p>	<p><i>Not specified</i></p>