

MINUTES

VISUAL IMPAIRMENT (VIP) ACTION GROUP

Minutes of meeting 18th August 2009 11am. – 1 pm.

Venue: Cliffden Hotel Teignmouth.

	<u>Present</u>	ACTION
	<p>Richard Shuker (RF) Chair Action for Blind People Jane Taylor (JT) Minute Sec. Dave Abbot (DA) Axminster Visually Impaired Support Group Mike Taun (MT) Devon County Association for the Blind (D.C.A.B.) Kay Hayward (KH) Vision OM Caroline Lee (CL) Devon LINK Mette Langdahl (ML) Living Options Kate Benton (KB) Devon LINK Claudia Dumons (CD) Observer with Kate Benton Michael Bladen (MB) Nigel Lawrence (NL) D.E.A.G. Marie Noelle Orzel (MNO) Director of Nursing and Public & Patient Involvement Lead. RD&E Blondel Lilly (BL) Exeter community transport & Living options Linda Elt (LE)</p>	
	<p><u>Apologies</u></p>	
1	Barry Nicholson (BN)	
2	Guest speakers and new people interested in joining us were introduced.	
3	No points arising last months minutes. Caroline reads draft thank you letter to Liz Hankin for her talk last month. It was accepted.	
4	Marie Noelle Orzel gave quite a long talk on the Disability Equality & Action group D.E.A.G, their aims, successes so far and goals for the future.	
	They like to keep the D.E.A.G a smaller focus group so that they can form a realistic action plan of things that can be implemented in reality, with a philosophy of disabilities, to cover all.	

A laminated pictorial menu has been developed and there is at least one per ward.

If anyone is coming into hospital with a requirement, a 'Specific Requirement Bag' is in a central office with things such as batteries for hearing aid, talking clock, to cover things that people might forget and be lost without.

Coloured jugs and glasses are provided because clear liquid in a clear glass or container cannot easily be seen by the Visually Impaired.

Not all people want to be 'flagged', so a new magnetic form for the bed head was developed only for the beds to promptly be replaced with plastic bed heads. So in conjunction with Exeter university clip on yellow plastic pictograms were designed it was a mine field of red tape as there are as yet no nationally recognised pictograms. The legal nightmare of Patents & copyrights required had to be overcome.

Some outpatients find it difficult to arrange new appointments, but the NHS system does not allow for codes and not even standardised code.

Torbay use a card, like a name card, credit card sized for patients that says, 'Please arrange my appointment before I leave.' This has been evolved into a support card for all possible patient needs.

Questions asked when arriving in hospital are not always in a good order for some patients so now a needs assessment form has been developed.

There is no meet & greet at in RD&E currently but moves are afoot and they are looking for volunteers.

Mike Taun asked if one of us could go to the London national group, but again the answer was that they again need to keep it to a manageable size.

Caroline suggested using the stickers of the plastic bed badges normally stuck to patients hospital records after a floor conversation about GP's finding it difficult to mark referral letters and an extra paragraph commonly being overlooked by consultants etc. The group unanimously jump on this as a superb idea and Marie said she would push this forward at their next meeting.

<p>5</p>	<p>Kate Fenton joint LINK manager explains details of 'Enter & View' training plus dates.</p> <p>She said by that the Hospitals are under stringent legal obligations to keep them secure for the vulnerable as well as all staff, patients and visitors.</p> <p>Anyone entering the hospital to check on any aspect is known as an 'Authorised Representative.'</p> <p>She advised those going in on our behalf to make sure you go in with a check list so all come out with the answers to the same questions so there is a meaningful feedback.</p> <p>All viewers will have to write a report.</p>	
<p>6</p>	<p>Report on the month's correspondence & actions.</p> <p>All covered in the meeting thus far.</p>	
<p>7</p>	<p>Link Quarterly Report</p> <p>Handed round by Caroline to be agreed by mail in a weeks' time.</p>	<p>CL to coordinate</p>
<p>8</p>	<p>The re-examination of North Devon to see if we can get further involved with them was left because meeting over run.</p>	<p>Carry forward</p>
<p>9</p>	<p>A.O.B.</p> <p>Kay brings up Withdrawing 'medical pendants' unless you pay for them. Caroline to look into.</p> <p>Blondel introduces brochures from Exeter Community Transport.</p>	<p>CL</p>
<p>10</p>	<p>Date & Time of next meeting. Was left to Caroline to arrange as everyone wanted to leave as we were half an hour over time and drivers were getting impatient.</p>	<p>CL</p>