There were 4 people giving presentations.

Karen Fetcher, Consultant MSK Physiotherapist.
Missed, delayed diagnosis of a serious hip condition, how it happened & what measures can be taken to prevent it.
I found it interesting but I wasn't convinced that it can be prevented from happening. The culture of not listening to the patient and/or not taking the symptoms seriously will need to change.

Susan Turner, Clinical Audit & Effectiveness Manager.
Susan spoke about the pathways being analysed to improve the occurrence of falls.
The main interest to me was that she informed us of a Falls vehicle that has fully trained staff who can safely lift and deal with a patient who has fallen & cannot get up themselves.
I did not find the summary of the audit findings at all clear, and would have liked a clearer explanation of the graph.

Abbie Astbury, Assistant Manager, Intermediate Care.
Abbie gave two case histories of patients with similar problems, & the differing pathways used to resolve their problems. She analysed the outcomes to illicit the reasons for failures in a satisfactory outcome for the patient.
The reasons:- Multiple care staff with no key lead person and a lack of integrated communication.
No clear pathways
Documentation not shared or integrated.
No co-ordinated response.
The recourse analysis aims to keep learning from recent route causes.
They hope to put right mistakes, & resolve problems so that the patient receives "a wrap around service" from the Voluntary and the community NHS services.

The important issues for Healthwatch Luton are:-
* There must be an integrated IT system. System One is the most widely used at present.
* Legal implications as to who can write in the patients folders, and the need for one folder for all to write in
* The new regulations for patients to agree to share their medical history with ALL services has become restrictive.
* There may be a need for a mental capacity assessment

Chris Hampson, PALS & Patient Experience Co-ordinator.
A very enlightening presentation on the role of PALS.
The voice of the carer and the critical friend of the NHS.
SPA, the Single Point of Access for clinical services.

Important issues for Healthwatch Luton are:-

* The “Fit for Discharge” pathways are fraught with problems. The patient is clinically fit for discharge and wants to go home. Often there are no relatives to inform staff that the patient cannot cope alone at home.
There is a need for an integrated social + clinical discharge pathway.
A need to be sure the patient has the capacity to make the choice to go home.
* There is a need to find a way of testing the competency of the Clinical leads, in their role to co-ordinate, implement and integrate the multi-disciplinary services.

Jean Forrest.