

Agenda 18th January 2018 5:30 - 7:30pm

Item	Action	Approx. Time
Welcome and Apologies	Acceptance of agenda – any items to be added? Please say if you have items you want added.	2 minutes
Ground rules	Reminder – Our current ground rules: <ul style="list-style-type: none"> • Respect and protect each other’s confidentiality • One speaker at a time • We may not always agree but we will remain respectful 	2 minutes
Approval of draft note and matters arising Last meeting 16th November 2017	<ul style="list-style-type: none"> • Draft note approved? • Constitution finalisation – a later item • National Involvement Standards – an agenda item • Guest speakers – any one got any other suggestions for input? • Xmas night out – Tayside to organise something in the spring/summer. • Promotion – a later item • Epidemiology – Rik sent HPS link to forum members and Dani to present at Feb meeting • Appointment Times • Support Needs Survey – Jacqui to update • Patient Portal – Steve Baguley looking into this • WAD – follow up • U=U – we now have some posters from THT. Rik has got more posters from THT to be sent to GP surgeries etc. 	Maximum 30 minutes
Constitution	We need to finalise today and ID roles for people	20 minutes
Promotion of OPV	What next/who next/ in terms of promotion.	10 Minutes
National Involvement Standards	Let look at Standard 2 as it has only 3 quality measures as a kick off	15 minutes
National Involvement Network	Reps?	5 minutes
Privacy and Confidentiality	Discussion leading to action There is a bit of data from HIV Scotland patient survey. What do you think of the privacy and your confidentiality when you come to clinic. Do you worry that you will be seen, ID’ed by other people etc.	15 minutes
THT Hardship Funds		5 minutes

Peer Support	What next? We need to decide if we will pursue THT or consider other avenues.	
Funding	There might be some MCN money left over – can we use it for something?	10 minutes
Basecamp	Can we all start using this instead of emailing please	65 minutes
Any other business		0 – 10 minutes
Date of next meeting	15 th February Theme: Promoting other support services	5 minutes

HIV Scotland Patient Satisfaction Survey 2015

Privacy and Confidentiality

My confidentiality was maintained because:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The reception area is designed well		29%		29%	42%
The waiting area is designed well		14%	14%	29%	43%
The clinical areas are designed well				67%	33%

List of patients and their appointments is always clearly visible behind reception desk (referring to GUM).

This same person states that they did not feel that their confidentiality was respected by the receptionist because of the visible list.

I also thought I would share this persons general suggestions:

More opportunities for patient feedback needed. (Forum, representatives etc)

More information (posters and leaflets etc) needed in waiting areas for other services.

At appointments the staff member should make you aware of other services you can request at the clinic and from other agencies.

A email or postal newsletter with up to date clinic news and other HIV subjects would be appreciated.

Out if hours events to bring together positive people in the clinic and offer guest speakers etc would be good. (Similar to that offered by the QE Hospital in Birmingham)

Better links needed with external agencies.

On diagnosis a clinic guide should be given with contact details, FAQs, rights and responsibilities etc. This could be updated and distributed when needed.