

Physical Disability Resource Team
User Group
Minutes of June 28 2001

In Attendance

Jackie Chapman Facilitator
 Ian Topp Tea boy
 Linda Klee Team representative
 Michelle Garside Northamptonshire Healthcare
 Chalky White
 David Mace
 Carole Morrison
 Sue Richards
 Peggy Lister
 Bill Broadribb
 Ron Martin
 John Groves
 Jackie Williams
 Jennifer Gilbert
 Margaret Nash & partner
 Jonathan Henn
 Tim Purcell

Apologies

Anita O'Reilly
 Mary Harrison
 Zoë Crutchley
 Jill & Tony Beswick
 Christina Dear
 Kath Broughton
 Sally & Tony Smith
 Liz Johnstone
 Norma Naylor
 Sue Davis

The meeting opened at 1.35. Jackie welcomed everyone. Expenses were paid.

Jackie asked whether anyone minded the meeting being recorded so that it would be easier to write up the minutes. No one objected. The meeting was recorded.

Team Update - Linda Klee was welcomed. Linda had nothing to report apart from the fact that Pauline Dalley had now officially resigned. Jackie mentioned that Pauline had written to the User Group informing them of her decision to leave. There are plans to advertise the position - The team will know more on Tuesday. Referrals are up. There were no specific questions for Linda and she left the meeting.

Town Centre Library Lift - Jackie mentioned that the lift was supposed to be worked on as from May 28th. No one had been in since then but Peggy offered to go in soon and check to see what was happening.

Peggy to report back at next meeting

UGC Cinema – The charging policy was discussed as a letter had finally been received from the customer service dept in London. Jackie read out the letter that stated the charging policy. Ian copied the letter for all those who wanted it. A short discussion ensued around charging polices and access at other establishments.

*If anyone would like a copy of this letter please contact Jackie
 If anyone should experience any difficulties regarding payment or access at any
 establishment please contact Jackie*

Brewer's Fayre (Pub & Restaurant chain)– Carole noted that she had been unable to write her letter to this chain as yet. Jackie wondered whether Northamptonshire Council for Disabled People had received any complaints about this chain

Jackie to contact NCDP re Brewer's Fayre Pubs

Disability Information Act Information Sessions – Jackie noted that the roadshow will travel the county during the autumn giving information and advice to people about the DDA. The roadshow will be 'drop-in' with videos, specialist speakers and local and national DDA experts. The group was pleased this project was going ahead.

Team Survey – Draft report with recommendations has been drawn up. Jackie and Jenny Smith will present it to the Trust board on July 23. Copies will be sent out to all those who received the original questionnaire.

Michelle Garside from Northamptonshire Healthcare Trust facilities Dept. Michelle joined the meeting. She explained her purpose of following a laid down procedure to check all the Trust's buildings for disabled access. Public buildings will be audited first. The whole county will be eventually covered. Physical changes needed would be noted and recommendations made. Disabled people sit on the executive group that will draw up these recommendations. Sensory impairment facilities will also be audited. A hearing loop is now available in the lecture room.

Jackie asked for comments on the findings so far. The answer was 'they vary'. Some buildings were better for wheelchairs and others were better for sensory impairment. Paint schemes will be incorporated into the audit. There is no policy as such for access but work is moving forward. When asked about a timescale the answer was 2004 – deadline for the DDA. Alterations will depend on available monies. There is no timescale to complete the audit, it is envisaged that it will take a couple of years.

Jackie threw the floor open to the group. Some group members were concerned about recommended turning circles. The NHS Executive had drawn up the guidelines after consultation with disabled people's groups.

The financial implication of recommending alterations that could not be afforded was questioned. Michelle said that the Trust had a legal obligation to provide an accessible service and would have to make provision in one way or another.

The use of disabled people to carry out the audit was raised. Wendy Gross (a wheelchair user) from Disabled People's Alliance Northampton is on the steering committee. If a building was not accessible for audit by a disabled person the relevant alterations needed to get in to find out what else is needed would not be cost effective. The group agreed with this.

Jackie mentioned that national guidelines for accessible toilets were more comprehensive nowadays and that it is extremely difficult to provide a toilet that is

suitable for absolutely everyone. Michelle mentioned that part M building regulations were not perfect but everything possible was being considered. The siting of waste bins in toilet cubicles was mentioned.

If anyone should encounter particular difficulties with any Trust facility please contact Jackie.

Michelle mentioned that buildings were audited on aspects of: approach, signage, changes in level, entrance & reception, horizontal & vertical circulation internally, door width, handle height, leading edge of door, weight of door, speed of opening/closing, sanitary facilities, changing facilities, bathrooms/showers, customer care & information formats, materials, flooring. Michelle is also involved with new build designs and has already made recommendations for alterations in proposed designs.

Please be aware that the work so far is only at audit stage. No alterations will be made until the audits have been done. Comments from people may be made via Jackie but don't expect any changes for a while!

Jackie pointed out that people needed to be kept informed of the stage the Trust is at. Michelle was thanked for attending and was asked for a 6 monthly update if possible.

Information Re changes of address from Manfield Site

Facilities move 2 July

Paediatric & learning Disability OT move on 9 July

Community OT move on 10 July

Equipment Services move on 11-13 July

New Address: Unit 1 Westgate House
 21 Gambrel Road
 Northampton
 NN5 5BB

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| New Phone numbers: | Reception | 658400 |
| | Community OT Service | 658411/658412 |
| | OT Wheelchair Service | 658423 |

Town Show & Balloon Festival - Town show 20-22 July Abington Park. User Group members are welcome to help out on the stand, which will be in the Mercury & Post Marquee 'Health, Wealth & Happiness'. Team members will be covering the weekend but if anyone wants to help out for any time (a1/2 hour would be great!) they will be most welcome.

Balloon festival is 17,18 & 19 august. A joint stand with NCDP is organised. Help would be appreciated.

Please contact Pauline Horne on 678021 or Jackie on 406710 if you can help at either show.

Jackie asked Bill if he could find out what the plans were for parking on the racecourse for the balloon festival.

Bill to report back at next meeting

Poster/postcard campaign

Jackie spoke about the meeting she had recently had with John Groves, Liz Johnstone (users), Jenny Smith & Alison Milligan (Team), regarding an idea to design posters with smaller postcards to be placed in public places, such as surgeries, hospital waiting areas, libraries, supermarkets, etc. The idea being that posters on the wall are more visible than leaflets that no one picks up. Postcards with the same info on them can be taken away once attention has been grabbed. Jackie spoke about the difficulty there was in finding appropriate graphics that related to the diversity of impairments and the diversity of cultures.

Anyone who fancies trawling web sites for appropriate graphics will be gratefully encouraged! Or can anyone draw? Or does anyone know someone with artistic ability who might be interested in designing graphics for the Team poster/postcards? Please contact Jackie if you are interested in helping out with this one.

In patient leaflet re: ongoing care after staying in hospital

Jackie circulated a leaflet (enclosed) that is being given to patients in hospital and asked the group to comment on it. Please think about COLOUR, LAYOUT, WORDING, CONTENT, and FONT SIZE for the next meeting and the group will discuss it further.

AOB

Comments for consultation document have now been sent in.

Peer support group – Jenny and Jackie will be meeting soon to take this forward. Response has been good.

Website – Now up and running on Trust intranet site. Some changes need to be made on it. It is hoped that the site will be made available at libraries and on the world wide web. Info on OT and physio will hopefully be available.

Minutes from May - Carole mentioned that the pub chain reported in the minutes was not Chef & Brewer but Brewers Fayre. Please note this amendment.

Good comments are required on services as well as bad – please share your experiences with the group.

What are the figures for the physical disability budget for under 65's and over 65's?
Jackie to investigate.

Bill spoke about his experiences with IT-Can-Help (see Bright Ideas for article). This appears to be a very efficient and effective service for disabled people.

Milton Keynes MS Society Therapy Centre – Tim spoke about the facilities available at the MK therapy centre. Hyperbaric oxygen is available there for people with many

types of impairment.

Leaflets available from the Team if anyone wants one

Carole spoke of her experiences at a treatment centre in Wellingborough that provides different therapies on an ability to pay basis. Carole will write an article for Bright Ideas with the details.

The meeting closed at 3.30 pm

Next meeting - Monday July 30th, 1.30 – 3.30 pm, usual place