

Network Service Managers meeting

18th June 2019

The London Clinic

Attended

Meena Patel, (MP) General Manager, Critical Care Division, UCH

Khan Mustafa, (KM) Service Manager, Theatres, Anaesthetics, SAU & ICU, Barnet Hospital

Maureen Ross, (MR) Associate General Manager of Theatres and Perioperative Medicine (critical care and ITU), St Bartholomew's Hospital

Joao Bastos Da Fonseca, (JBDF) Acting Deputy Manager, ITU The London Clinic

Rose Tobin (RT) Network manager who facilitated the meeting

Apologies

Neil Carter, Associate General Manager ITU and Surgery, Whipps Cross Hospital

Lauren Stephenson, Service Manager Trauma & Orthopaedics, ITU, Anaesthetics Surgery, Women's and Sexual Health Division, Homerton Hospital

Tracy Sedgemore, Service Manager for Theatres, ITU and Perioperative Services, Newham Hospital

Clare Cecco, Operations Manager Theatre/ ITU, Barnet Hospital

Otilia Beres, Service manager ITU, Whittington Hospital

Prudencia Jennings, Lead nurse, The London Clinic

William Hodson, Queens Hospital Romford

Waqar Iqbal, ITU service manager, The Royal London Hospital

John Wilson, North Middlesex Hospital

Marion Fieldson, Service Manager, ITU, The Royal Free Hospital who hosted the meeting at RFH

Notes from the meeting;

Apologies

Objectives from last meeting reviewed and discussed

Agenda

1. The database was discussed regarding collecting information re ICNARC staff in each unit, and it was agreed that the following information would need to be collected;

- Hospital Site
- How many beds/admissions per year in the unit
- No of staff covering ICNARC, their banding, and if they are admin or nursing staff

RT to put the database together and send out to all for completion

2. **MP** told the group about a memorial service that their unit holds each year, for families and relatives whose loved ones have died. This has been well attended and liked by the families and relatives. **MP** happy to share this initiative with others.

3. There was a general discussion regarding the different roles of Service managers in ITU and how they varied

4. **JBDF** has recently taken over the Governance lead in his unit and was keen to hear what this involved for other units. Information was shared on this.

5. **MR** suggested other areas to share for future meetings which included the following;

- Sharing how to manage Violence and Aggression from families and relatives in ITU
- How to support families and relatives in their specialised areas of ITU i.e Cardiac as there are many deaths
- How to manage step downs and to improve the flow of patients in and out of ITU
- To share practice on how to manage bullying and Harassment in the work place

6. **MP** asked if anyone had a policy in place in their ITU on visitors taking pictures and videos in the ITU. If so could they share.

7. **RT** reminded everyone regarding the Network Annual Conference that will be held in the Atrium at the Royal Free Hospital on the 10th September. All were invited and offered the opportunity to present if they had something that would be useful to share. Booking is via the Network website. **RT** to email all the link and flyer

7. It was decided by all to have the next meeting in **October/November** and **RT** to ask for a host

