**Laryngectomy Club 21/11/19**

**Members meeting:**

**Welcome**: New Member Mark Gleeson with Nursing staff.

**In attendance**: Chris Humphries and Caroline Wilkinson – donated £120 to club – son had oesophageal Cancer

Sonia Khourhy – Central Patient experience Manager.

**Congratulations** to Tony – 80th birthday (party at St. Mary’s . Towyn 11 -12 this Sunday

Xmas meal – bookings required.

**Fundraising** –

Thanks for all the support to date. Martin’s recent walk has raised a further £1,500. He issued copies of ‘letter of Thanks’ and his poem of the event.

We are planning to organize a ‘May Ball’ as our main 2020 fundraise. – we will need prizes for the ‘auction Of Promises’. Plan for it to be held at the Faenol Fawr with a meal , dance band and Auction. Need a ‘working Group’ to meet in the New Year.

Prescribing issues – ongoing meetings with BCUHB Medicines Management– reported to the Head and Neck as well as the Primary and Community Care Clinical Advisory Groups. Aim is to create a new protocol between BCUHB and ACTOS/Countrywide.

ACTOS – hope to work with us to create an educational meeting for community staff looking after Tracheostomy or Laryngectomy patients.

**Talk** : PALS (patient advice liaison service) Team – confidential advice and support, information service.

Concerns team are separate ( deal with potential harm issues).

Located entrance B YGC – also in Maelor and YG

Hope to listen, learn and make service better.

Listen to family/csrers/patients. They direct to the correct teams and protect vulnerablke patients

Patient questionnaires done on ward in ‘real time’ – Care to share.

Hopefully a catalyst for change

Team see patient on ward if any issue

Have Welsh speaker, interpreters, sign language etc;

**Next meeting:** 13th February 2020 – Faenol Fawr 11.30 am.