

Questions to Board

Date of board:	13 September 2018
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Date: 6 September 2018	Name: Chris Rogers
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Question asked:

1. Why does health watch Dudley not have the patient's advocacy service as most other trusts health watches do?

Response provided by Andrea Crew, Chief Officer – Dudley Healthwatch

People accessing NHS services in Dudley borough who wish to make a complaint about NHS treatment do have access to independent complaints advocacy.

The service is commissioned separately by Dudley Council and the contract is currently held by an organisation called POhWER.

More information about the service can be found by visiting:
<https://www.pohwer.net/dudley> or by contacting POhWER on 0300 456 2370
 or pohwer@pohwer.net

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Question asked:

1. Does Dudley operate a NHS mediation service in Dudley?
2. Could you confirm the location of a MP MRI scanner within the Dudley Group of Hospitals? I was told I had a MP MRI scan even though the trust has no such scanner till November 2018.
3. Is it possible for me to meet the commissioner?

Response provided by: Mark Curran, Commissioning Manager for Planned Care & Dr Jonathan Darby, Clinical Executive for Acute & Commissioning Services

1. Dudley Clinical Commissioning Group has a policy and process for the management of complaints. This includes an element of mediation.

2. MP MRI scanner, this is not a particular type of scanner, but something that an MRI scanner can be set up to do. MP stands for multi parametric and this is a scanning modality that is often used to supplement standard T1 and T2 imaging allowing better images and better predictive for cancer, especially prostate cancer.

Dudley Group NHS Foundation Trust has 3 MRI scanners, which have MP scanning available to it.

3. Yes, Mark Curran – Commissioning Manager for Planned Care can be contacted via email – markcurran@nhs.net or telephone 01384 321748.