




Strategic Disability Partnership Board



Notes of Meeting






7th April 2011




| Who Came? | | |
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| Andrew Illingworth (For Alice Percival) | Revenue and Benefits Bradford Council | |
| Andrew Jones | Health and Well Being Partnerships Manager | |
| Amanda Fletcher | Public Health | |
| Chrissie Gleeson | LD Partnership - Bradford People First | |
| Cllr Dale Smith | Councillor – Co Chair | |
| Darryl Smith | Adult/Com Services Support officer | |
| Gill Bowskill | PDSN | |
| Janet Cuff | PDSN | |
| Jen White | Health and Well Being Partnership Lead | |
| Jill Grant | Disabled Peoples forum | |
| Julie Farrell | Adult and Community Services | |
| Kuldip Sohanpal | Bradford and Airedale NHS | |
| Lynne Carter | Bradford and Airedale NHS | |
| Paul Anderson | Disabled Peoples Forum (Co Chair) | |
| Phil Howell | PDSN Commissioner BMDC | |
| Sara Firth | Mental Health Representative (BAMHAG) | |
| Sgt. Richard Horn | West Yorks Police | |
| Shaun Morris Armitage | Mobility Planning Group | |
| Steve Grisag | Bradford Council – Transport Planning | |
| Sue Clayton | Carer Representative | |
| Sue Haddock | Bradford Council SDP Support Officer | |
| Susan Crowe | PDSN | |
| Terry John | Carer Representative | |
| Trevor Ramsey | Mental Health Representative (BAMHAG) | |
| Observers / Presenters | | |
| Chris Farquar | Member Development Bradford Council | |
| Damien Kay | GP Commissioning Development Lead- PCT | |
| Julie Robinson Joyce | Community Funding Unit Bradford Council | |
| Marilynn Foster | Positive Minds | |
| Mike Barnett | Policy and Performance Bradford Council | |
| Apologies | | |
| Bernard Dunwoodie | Neighbourhood Service Bradford Council | |
| Bradley Smith | OUR Project | |
| Caroline Plews | Bradford School of Health Studies | |



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| Charlotte Brown | Adult Services – SDP Support Officer | |
| Emmerson Walgrove | Mental Health Network rep and Bradford LINK | |
| George Dean | Bradford District Care Trust (For Sally Prescott) | |
| Hanna Bennett | LD Partnership – support officer | |
| Helena Jones | Head of Disability Bradford University | |
| Ian Brooke Mawson | Joint Carers Commissioner | |
| Jackie Croft | Practice Manager Ridge Medical Centre | |
| Jani Rashid | Education Bradford | |
| Julie Rhodes | Bradford Council - housing | |
| Karen Amos | Bradford People First Support Officer | |
| Maraid O'Donnell | LD Commissioner Bradford Council | |
| Naz Hussain | Bradford Teaching Hospitals | |
| Neil Holt | Metro | |
| Nick Farrar | Bradford Council Support Officer | |
| Sue Webster | Job Centre Plus | |
| Taj Butt | BMDC Culture, Tourism and Sport | |
| Tim Pickles | LD Partnership | |
| Tina Butler | Older Peoples Partnership | |


| Item | What was said | Action by? |
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| <p>Item 1 Welcome</p>  | <p>Paul welcomed everyone and thanked them for coming. Paul welcomed Sue Clayton and Terry John. We hope they will join us as carer representatives.</p> <p>We all introduced ourselves and told the group who we were representing at the meeting.</p> <p>Paul reminded us about how we run the meeting and told us about the housekeeping things for the day.</p> | |
| <p>Item 2</p> <p>Question on reports and information from Action groups and other Partnerships. (Please see full reports – available from Sue Haddock)</p> | | |
| <p>Hate Crime Action Group</p> <p>Darryl Smith</p> <p>Richard Horn</p> | <p>Report Available</p> <p>The training to the Police has been completed. If anyone can think of any other group who would benefit from training, let Darryl know.</p> <p>The group is also looking for new members. Anyone is welcome if they have an interest.</p> | |


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|  | <p>Bradford Hate Crime Alliance are setting up a new website.</p> <p>There has been a big increase in the number of Hate Crimes reported this year. Last year only 5 Disability Hate Crimes were reported. This year 30 have been reported. This shows that the training is having an effect because more Police officers are recognising Disability Hate crime when it happens.</p> | |
| <p>Housing and Inclusive Design Group</p> <p>Steve Grisag</p>  | <p>Report available</p> <p>The group is still working on its aims and its membership.</p> <p>One of the key things it wants to do is develop a training programme to raise awareness of inclusive design.</p> <p>It was suggested that the group might take a small housing development and do a report on how well it meets 'Life Time Home standards'. This could then be presented to Scrutiny Committee.</p> <p>Jen told the group about an application for funding from the Council for more housing. It would be good if we were involved in the applicant stage. It would add quality to the bid. It was suggested the group contact Carson McCombe and Sally Rawlings</p> <p>The group also shared some information on Project Estate. This is an estate agency service for disabled people. If anyone wants a copy please contact Sue.</p> <p>Shaun told us that the Health and Social Care Improvement Committee are looking into getting some of the money back that is spent on adaptations if people move out of their homes within a short period of time. This is being discussed at the moment.</p> | <p>Action group to look into</p> <p>Steve to contact</p> |
| <p>Involving Disabled People action Group</p> <p>Paul Anderson</p> | <p>Report Available</p> <p>This group is spending a lot of time working with Industrial Museum and Cartwright Hall to make things more accessible.</p> <p>Positive Bradford</p> <p>This is an idea to promote the good things about Bradford.</p> | <p>Julie, Darryl and Sue to</p> |



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|    | <p>It is being led by business. It would be good for Disabled People to be involved.</p> <p>There will be a Positive Bradford Day on Wednesday 28th September (Centenary Square) – so keep the day free.</p> <p>The BIG Lunch – Sunday 5th June. The group are going to encourage disabled people and groups to take part in this. Full details are not yet available but contact Julie or Paul for further information</p> | <p>follow up</p> <p>All to work to get groups of people involved</p> |
| <p>Access to information Group Sue Haddock</p>  | <p>Report Available</p> <p>Bradford Talking Media have been successful in getting money to set up a new Accessible Information Centre.</p> <p>Revenue and Benefits section of Council will have BSL clips on their website soon.</p> | |
| <p>Employment Action Group Gill Bowskill</p>  | <p>Report Available</p> <p>Though the work with Museums and the Involving Disabled People group we have got an opportunity for a disabled person to do some work experience.</p> <p>The group are going to see if they can do more work to get good work experience placements for disabled people.</p> <p>The Employment and Skills Partnership is going to look at the work the NHS and disabled people did called 'Everybody Matters'. They will try and get this used in other places.</p> <p>Everybody Matters was a project that worked with disabled people who had applied for, but not got jobs in the NHS. It showed people how to do things like fill in applications forms, ask for reasonable adjustments for their interview etc. so they stood a better chance of being successful</p> <p>Trevor suggested that the group link with the E factor project at Cellar Project. They would be able to hold one of their meetings there.</p> | <p>Phil to look into</p> |
| <p>Health and Well being Action Group</p> | <p>Report Available</p> <p>The groups focus is to try and make sure that Disabled</p> | |

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|   | <p>People have a strong voice in all the changes that are happening that will affect peoples health and well being.</p> <p>The Group asked the Partnership if they would support us asking the Health and Well Being Partnership if they would work with us to hold a ½ day or day event on the changes that are happening. The idea would be that the information would be given in understandable language and ways.</p> <p>The Partnership voted and agreed we should do this</p> | <p>Andrew, Sue H, Jen to set up planning group</p> <p>Jen to take to Health and Well Being Board</p> |
| <p>Mobility Planning Group Shaun Morris Armitage</p>  | <p>After 20 years the policy around Pavement Obstructions has finally been agreed. It is available on the Council website. http://www.bradford.gov.uk/NR/rdonlyres/2D144912-E844-46CB-A69B-ACC555E48911/0/W25130codeofpracticeforAboardsweb.pdf</p> <p>Mobility Planning Group would like to thank all those people who have supported and campaigned for this over the years – disabled people, council officers and Councillors.</p> <p>We now need to make sure it is enforced!</p> | |
| <p>Health and Well Being Partnership Sue Crowe</p> | <p>Sue said she felt that the flow of information between the SDP , Health and Well Being Action Group and Health and Well Being Partnership is beginning to work well.</p> <p>The government seem to be suggesting that the only way people will be able to have a say on health and social care issues is through Health Watch. There are many concerns about this. The Partnership discussed this and agreed that there needs to be other ways for people to have a say and influence decsions.</p> <p>The Partnership voted that we should tell the Health and Well Being Board about our concerns.</p> | <p>Andrew, Sue C and Sue H to</p> |


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|  | <p>Jen will table as item when she has letter.</p> <p>Health Watch is going to replace LinkS. It will have a responsibility to encourage public and patient involvement in health services. It will have a place on the new Health and Wellbeing Boards to represent the community's view.</p> <p>Phil told us there would be some form of commissioning process for Health Watch – the present Links would not just 'become' Health Watch</p> <p>Trevor reported that the Mental Health Network had it's last meeting and is no longer going to exist. There is concern that there is no Service User feedback into Mental Health Services.</p> <p>The Partnership agreed that we should voice our concerns to Mick James and ask for clarity about how service users will now be able to have a voice about mental health services</p> | <p>organise a letter</p> <p>Sue H to write letter</p> |
| <p>Social Care Scrutiny and Performance Committee</p> <p>Shaun Morris Armitage</p> | <p>Written Report available</p> | |
| <p>Item 3 Financial Inclusion pledge</p>  | <p>Bradford are aware that many people in Bradford do not have a lot of money and that sometimes because of this people take advantage of their situation.</p> <p>For example legally people can charge up to 200% interest on money they have lent to someone. That means if you borrowed £10 you would have to pay £30 back. People who pay high rates on interest are usually people who have the least amount of money because other people won't lend it to them. They then get into more debt.</p> <p>Debt is when you owe money</p> <p>In Bradford we want to try and do more to help people be able to make the most of the money they have. We want to make sure that there are fair ways they can get help.</p> | |

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|  | <p>We have therefore written a pledge</p> | <p>Access to Info Action group</p> |
| | <p>The Financial Inclusion Pledge is a list of things that people promise to do to help make things better for people who do not have a lot of money. We are trying to get as many people as possible to agree to do these things.</p> | |
| | <p>Julie asked the Partnership if they would agree to the pledge. They want us to look at what we, or the organisations we work with, can do to help make things better for people who don't have a lot of money.</p> | |
| | <p>The Partnership voted to agree to support the Pledge</p> | |
| | <p>The Access to Information group will look in more detail at the action 'Provide access to income maximisation services to service users'</p> <p>During the decisions about how to save money, Bradford Council decided that at the moment they would protect all the services like welfare benefit advice services, debt advice, Credit Unions</p> | |
| | <p>A Credit Union is like a bank where you can get loans at reasonable rates.</p> | |
| <p>There are several Credit Unions in Bradford. Some work with particular groups. The Council supports a Credit Union that works with anyone who works or lives in Bradford.</p> <p>They are doing a lot of work advertising the Credit Union at the moment.</p> <p>Note both Dale Smith and Jill Grant declared an interest in this as they are part of management committees of Credit Unions</p> | | |
| <p>Item 4 Councillors Resource Room Chris Farquar</p> | <p>Chris told us his job is to help Councillors do their job well and to help them build links with the Community. He said it was very important that councillors built links with Partnerships</p> <p>Recently a Councillors Resource room has been opened on the 3rd Floor of City Hall.</p> | |

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| | <p>The idea is that members can find a range of materials to access when they like. Chris wants the information to be relevant and focussed and there at the right time.</p> <p>There is space for exhibitions, space to do some training.</p> <p>Examples of things we might like to get involved with are</p> <ul style="list-style-type: none"> ▪ CD's of information so Councillors can take them to listen to on their journey home ▪ Using the space to highlight specific themed weeks e.g. Mental Health week ▪ Use to highlight specific issues we want Councillors to understand better. <p>Chris is happy to work with any groups to make the most of this opportunity. His Contact details are Christopher.farquar@bradford.gov.uk or tel 07582 100697</p> <p>Other things that are happening</p> <ul style="list-style-type: none"> ▪ Councillors own website ▪ Regional website <p>If anyone wants to know more or visit the Resource Room contact Chris.</p> | Chris to send link |
| <p>Item 5 Out of the Shadows (Positive Minds)</p> <p>Marilynn Foster</p>  | <p>Marilynn told us about her background as a Counsellor. At the time she felt that Older people with depression often didn't get the same level of services and understanding as younger people. This is because it is often thought it is natural to get depressed if you are older. This is not true.</p> <p>Marilynn showed us an excellant DVD done with Bradford people supported by the LinK. It is about depression in older people. It showed us through peoples real stories</p> <ul style="list-style-type: none"> ▪ how depression crept up on them ▪ how it influenced their lives ▪ how good supportive and understanding doctors and others could make a huge difference to people and their quality of life and well being. <p>It emphasised that help may need to be different for each person. Having control over things helps people get better quicker.</p> | |

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| | Because we were short of time Marilynn agreed to stay for lunch and answer peoples questions. | |
| Ankle Biter Award  | <p>The SDP have decided to have an award. This is in recognition of hard work and determination to support disabled people of Bradford</p> <p>We awarded this to Sue Crowe (Bradford Talking Media) for her huge untiring efforts to get Social Enterprise Investment Funding so we can have an accessible information centre here in Bradford.</p> <p>Sue thanked us and recognised all the people who had helped and supported this bid including her staff at BTM.</p> | |
| Item 6 Charter for helping Local People get a proper say in their health and well being Mike Barnett  | <p>Mike told us that the Health and Well Being Partnership had decided it would be a good idea to have a Charter that organisations would sign up to. This would help make sure</p> <ul style="list-style-type: none"> • Partners all work together on involvement and consultation events • The way they consult and involve people is good <p>The Partnership has produced a Plain English and an easy read version of the Charter (with the help of Bradford Link and Bradford People First)</p> <p>You can get copies from Sue Haddock.</p> <p>Mike asked if the Partnership wanted to support the Charter</p> <p>The Partnership voted and agreed they would</p> <p>Paul will represent the Partnership at the launch event next week.</p> | Paul to attend event |
| Item 7 GP Consortia and GP Commissioning Damien Kay | <p>Damien told us about GP commissioning and GP Consortia in a way we could understand.</p> <p>A Consortia is a group of Doctors (usually from a particular area) working together</p> <p>You can get a copy of the PowerPoint with all the information in it from Sue Haddock.</p> | |




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| | <p>It is very useful.</p> <p>One important message is that the Government have said it is up to local doctors to decide how the consortia will work.</p> <p>In Bradford we have 4 Shadow consortia who have been trying it out. They are thinking that maybe there will 2 covering the Bradford District but this is not yet decided.</p> <p>Drs are self employed and will be contracted by the NHS Commissioning Board. They will not be employed by the Consortia.</p> <p>Each consortia will get allocated a budget . This will be based on</p> <ul style="list-style-type: none"> ▪ An amount per person that is registered with a GP ▪ Another amount to pay for things people that are not registered with a GP in the area might need. <p>Exactly how they will work this out is still to be agreed</p> <p>Consortia have to stay in budget – they cannot overspend. If lots more people register with them, they will have to apply for more funding</p> <p>The government have decided only yesterday to think a bit more about the changes to the NHS and how they will happen. This means that some things may change.</p> <p>The Partnership then spent some time in small groups talking about the questions we would like answers to.</p> <p>We will put these all together and send to Damien.</p> <p>She has agreed to come back to our next meeting (July 14th) with a GP to</p> <ul style="list-style-type: none"> ▪ Answer the questions ▪ Help build links and relationships <p>See appendix 1 of minutes</p> <p>The Partnership would like to thank Damien for taking time to come and see us and for making it so that we could understand a very difficult subject.</p> <p>Here's a link to the DoH website where people can</p> | <p>Sue H</p> |
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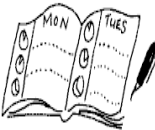

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| | <p>comment on the proposed NHS reforms.</p> <p>http://healthandcare.dh.gov.uk/working-together-for-a-stronger-nhs-how-to-get-involved/</p> | |
| <p>Item 8 Update on Cuts and finances Phil Howell</p>  | <p>The Council have agreed their budget They have to save 8.8% They are trying to save as much of this away from front line services Voluntary sector funding (from the Council) will also be affected. They must save 8.8% on average. This means some will get a smaller cut and some a bigger cut. All will have equality impact assessments carried out.</p> <p>Non Council Budgets The PCT have now started to look at the HCF budgets that SDP asked the Physical Disability and Sensory Needs partnership to be responsible for commissioning from Sept 2009 – March 2012. They have decide to decommission 2 projects and evaluation of all other projects will start in May.</p> <p>Question Do organisations that get this funding have to start meeting Health Outcomes rather than those agreed and in line with SDP priorities?</p> <p>Answer Until anything else is agreed organisations must meet the agreed monitoring in their contracts.</p> <p>Community Based Budgets Bradford is a pilot area for this. The first budgets will focus on families. It will mean all agencies who may be involved will have to work together to resolve the issues. This means putting together the money and agreeing what is spent to best meet the family’s needs. In Bradford we have agreed that families who do not have children will also come under this scheme.</p> <p>The proposal Bradford has sent to Whitehall about this should soon be available.</p> | <p>Jen to send to Sue to distribute</p> |

Item 8 Any other News

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| Venues | <p>Sue asked for any suggestions for free venues we may want to get a full access audit done on through Disabled Go. This is to help people who now have to use free venues to find something suitable if they have disabled people attending.</p> <p>Partnership members were asked to add suggestions to sheets on the tables.</p> <p>Lynne said she would ask as Douglas Mill as more space becomes available. Sue H will ask the Councils Facilities Management if they will also approach the PCT to ask about this.</p> | Lynne Sue |
| Neighbourhood approach to loneliness | <p>The Joseph Rowntree Foundation are doing some research in Bradford to look at this. It is not just about older people. People who are lonely are often less well and die earlier than those who have lots of friends and family so it is important. It's also not nice feeling lonely.</p> <p>They are holding some events in Bradford that they would like people to go along to. They will tell you about the research and ask if you want to help them carry it out</p> <p>Denholme Mechanics Institute 18th May 5.30pm – 8.30pm Denholme Mechanics Institute 19th May 12.00 – 3.00pm</p> <p>Thornbury Centre 25th May 6.00pm – 9.00pm Thornbury Centre 25th May 9.30am – 12.30</p> <p>If you have access needs contact Tracey Robbins Tel 07580071818 or tracey.robbs@jrf.org.uk</p> | |
| Assisted help with Dustbins | <p>The policy for this is being reviewed particularly for those who live in rural areas.</p> <p>The people responsible for this service are coming to the next Mobility Planning group to discuss</p> <p>Please feel free to come and join us on 13th June at Victoria Hotel See Steve Grisag or Shaun</p> | |

Item 9 Issues Board

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|  | <p>Could SDP send our questions about GP Commissioning to the Minister of Health via David Cameron on behalf of Disabled People ?</p> <p>The Partnership agreed we would like to do this</p> | <p>Sue to do</p> |
| | <p>Disabled Toilets – City Hall</p> <p>Janet told us about someone who was using the disabled toilet there at 3.30pm who got locked in. Darryl agreed to look into this and make sure</p> <ul style="list-style-type: none"> • There was a satisfactory response • Procedures were put in place to make sure it didn't happen again. | <p>Darryl</p> |
|  | <p>Issues with Orange recycle bags that have blown away and how you get another one.</p> <p>Seems you are expected to wait for the lorry to come next time and ask for one Darryl will talk to Mark Anderson with details of this case</p> | <p>Darryl</p> |
|  | <p>National Disability Lobby May 11th in London The Hardest Hit</p> <p>SDP felt that some people from Bradford should go and take part. The Disabled Peoples Forum said they would try and organise this. Suggestions included asking Grand Central if they could do a cheap deal on tickets to London Dale suggested that the group contact the 5 MP's and ask them to meet them in London. (Note the 11th May is the anniversary of the Bradford Fire)</p> | <p>Disabled Peoples Forum</p> |
| | <p>Calendar of Events</p> <p>Some people felt it would be useful to have a calendar so everyone knows what is happening and when. We use to have one of these but it was difficult to keep up to date. Other suggestions were that each Action group writes the date of their next meeting and any events on their reports.</p> | <p>Steering group to look at</p> |
| <p>Up and Coming Events</p> | | |
| | <p>Positive Solutions Positive Minds April 13th 12.45 – 15.45 Midland Hotel All Welcome</p> | |


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|  | <p>Big Lunch Come and Join us for a picnic in the Park on June 5th Details from Julie Farrell or Paul Anderson</p> | |
| | <p>Burley Festival Sunday 21st August One of the GP's car parks is going to offer free stalls to any organisation who is promoting Health Matters. If you are interested in your group or organisation having a stall please contact Gill Bowskill bowskillbarnholme@talktalk.net or tel 01943 863323</p> | |
| | <p>Health Issues in Rural Communities Central Hall Keighley May 5th 9 am – 1pm Contact Links for details</p> | |
| <p>Close of Meeting</p> | <p>Paul thanked everyone for coming to what has been a busy and informative meeting. Lots of actions so please check if there are any for you.</p> | |
| <p>Next meeting</p>  | <p>Thursday July 14th 2011 Park Lane Community Centre Packington Street 10am – 2.30pm Please note – Meeting start time is now 10.15am Sue H will let you know if this changes</p> | |
| <p>Future Meetings</p>  | <p>Thursday 13th October 2011 Thursday 12th January 2012</p> | |
| <p>Sue's contact details</p> | <p>Tel 01274 435001 sue.haddock@bradford.gov.uk Morley Street Resource Centre 124 Morley Street Bradford BD7 1BB</p> | |
| <p>Charlie's contact details</p> | <p>Tel 01274 432601 charlotte.brown@bradford.gov.uk Olicana House Chapel Street Bradford BD1 5RE</p> | |

Appendix 1

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|  | Questions from the Bradford Strategic Disability Partnership Board about GP Consortia and GP Commissioning |
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| | Practical things |
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1. How did Consortia come about? Was there equitable representation?
2. How do we know that there are specialists in relevant fields
3. Can consortia cover more than one district?
4. Can a GP practice leave one consortia for another?
5. Negative competition between neighbouring Consortia will need a watchful eye. How will this be dealt with?
6. Are the consortia considered to be a public body?
If so , What's the plan / structure to fulfil Equality Duties?


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|  | Will it be fair? |
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1. If the consortia have to pay for lots of people who are not registered there will be a conflict. Local people may not get what they need. How will this be managed?
2. How will you make things equal so that people in one area will get the same treatment as people in a different area i.e. postcode lottery?.
3. If doctors have patients on expensive drugs or populations with poorer health who need more medication, what happens if they run out of money? Is there a contingency plan or fund?
4. Will GP practices be reluctant to take on patients who may cost more?

5. If our local GP consortia treat someone from another consortium – why can they not recoup the money from that person’s consortium?
6. Will consortia follow the Social Model of Disability rather than the Medical model?
7. What happens to all the stuff that is to do with Well Being? (Social Approach). Will this be optional?
8. Is there a separate pot of money for A and E or will the cost have to be picked up by one postcode?

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|  | <p>Involvement</p> |
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1. If Consortia have to work with local people, how will they do this?
2. What influence can we use to get disabled patients on the Consortium Boards?
3. Are any patients going to sit on GP consortia and commissioning bodies as Partners?
4. How can organisations such as the SDP influence the consortia/ commissioners as Partners?
5. What will be the position of current patient forums / groups?
6. Explain how consortia plan to work with Local people


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|  | <p>Performance</p> |
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1. Who will monitor GP Consortium?
2. How will the accounts be accessible to the public i.e. How much income? How much spent?
3. We want our GP’s to be good Dr’s and not to have to be distracted by being business managers/ commissioners. How can this process ensure this happens?

4. How are you going to deal with GP conflicts of interest?
5. How will we understand performance for our district if there are different geographical areas
6. Like the PCT there will be a need to evidence performance. Do you have a view about how this will work. How will that be available to the public?

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|  | <p>Understanding</p> |
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1. What steps will be taken to make understanding of the consortia process by the general public?

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|  | <p>Buying Services (Commissioning)</p> |
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1. Some voluntary groups get funding to provide services from the PCT now. They provide services right across the district. How will GP consortia deal with this if they are geographically based?
2. How are the procurement duties in respect of public sector duties going to be adhered to? Who will oversee this?
3. What happens if GP consortiums spend their budget before the year end?
4. What happens when contracts go wrong and are not working?
5. How do they plan for emergencies with a limited budget?
6. How are consortiums going to do JOINT commissioning with the Council
7. How are they going to commission Mental Health and Learning Disabilities when they are not seen as general practice?
8. Lots of commissioned services are medical based. How can we be confident that a broader social approach will be taken?



General Questions

1. Where are the 4 Shadow Consortia?
2. Do our GP's really want this?
3. How can you guarantee patient safety?