

Gateshead LINK
Hospital Discharge Procedures Working Group
Tuesday 18th May 2010
GVOC

10.30 – 12.30pm

Minutes

1. Welcome and Apologies

Present:

Kay Parker	Resident
David Wallace	Resident
Gretel Keadell	Resident
Maria Hall	Resident
Doreen Dabrowski	Tyne and Wear Fire Service

In attendance:

Richard Jenks	Project Co-ordinator LINK
Kim Newton	Engagement and Communications Officer LINK
Angie Maidment	LINK Administrator

Apologies:

Paul Babeye Adden	Medical Sciences Student
Winta Haite	Medical Sciences Student
Lyn Patterson	Resident

Opening Remarks

Dave Wallace offered to Chair the meeting and was accepted by the group.

2. Minutes of the last meeting and matters rising

The minutes of the last meeting were agreed as a true record.

3. Hospital Discharge Questionnaire – Analysis and Re-Distribution

There are two questionnaires; one for the GPs to complete and one for members of the public to complete, this is to see if GPs and the public have the same issues surrounding Hospital Discharge.

The analysis for the questionnaires will be completed in two phases with the one for the members of the public being the second phase. A discussion took place around who should receive a copy of the Report following the completion of both sets of analysis. It was agreed that it should go to the QE Hospital Discharge Team and the PCT.

- **Hospital Discharge Questionnaire for members of the public**

2000 questionnaires have already been distributed to members of the public in January / February this year through various routes e.g. GVOC mailing but there was a very poor response.

The format of the public questionnaire was discussed. The Contact Sheet is to be altered to request postcode, gender etc to make analysis clearer. A questionnaire with “Tick Boxes” could be designed as people tend to prefer to tick boxes than to complete a written form. This could be used at events where people could be asked to complete the form immediately rather than take it away.

KN had a meeting with Debbie Scorer re- the QE Hospital Magazine which has a circulation of 11,000. This magazine is sent to a high number of people who have experienced Hospital Discharge. DS would be happy to include the questionnaire in the next publication at a cost of £200 which would be in September; this is on top of the printing costs for the questionnaire. The LINK is in the process of getting a quote for 11,000 copies. It was agreed to include the questionnaire in its current format in the QE Hospital Magazine.

DS would also be happy to make arrangements for the LINK to hand out copies in the Out-Patients Dept. It was noted that the LINK is a small team and the LINK members are volunteers which means this may not be practical from a time point of view.

The questionnaire will also be handed out at various events that are coming up. RJ and KN are at the QE Hospital next week and RJ is also at Age Concern. There is also Gateshead together Week, Volunteer Week and Carers Week. **Action RJ KN**

- **GP Questionnaire**

There are 35 GP Surgeries in Gateshead who received the questionnaire and the LINK received 22 completed questionnaires which is an excellent response.

The analysis from the GP questionnaire was circulated and discussed. From this analysis it is clear that GPs have issues surrounding the Hospital Discharge information they receive. RJ is to send a letter to Gateshead GPs informing them of the analysis and it will also include that following the analysis of the public questionnaire that they will be contacted again to inform them of the steps that will be taken, it will also ask if they have any further comments. **Action RJ**

4. Fire and Rescue Service: Home Risk Assessment - Update

RJ and AM attended a meeting with Lindsey Surtees (Modern Matron at the QE) and Lesley Carr (PCT) to discuss the possibility of including the Fire and Rescue Service Home Risk Assessment Form in their Hospital Discharge Pack. RJ said there had been crossed wires as LS thought that her staff was being asked to complete the form with patients but this is not the case, the Fire Service would like it included in the Hospital Discharge Pack patients take home.

LC works with the Discharge Liaison Nurses based at the QE who follow people on to their homes and she will make them aware of the form. LC also said her staff use this form already.

It was agreed at this meeting that LS and LC would like to hold a meeting with Doreen Dabrowski from the Fire Service to discuss things further. Following the meeting LS went on holiday and RJ will now contact all three to arrange a meeting. **Action RJ**

DD handed out a credit card size hazard card that her staff take to people's homes and also informed the group of various items that members of the public can receive free from the Fire Service depending on their needs. KN is to contact DD for information to put in the e-bulletin. **Action KN**

5. Care Quality Commission Inspection Report – Discussion

The CQC Report highlighted a lot of the issues that the LINK have major roles in and the Steering Group would like the opportunity to work with Gateshead Council on their Action Plan. RJ drafted a letter to Michael Laing at Gateshead Council to suggest this but before it was sent MH and RJ attended

a Health and Social Care Partnership Board meeting where ML said that an Action Plan has already been drawn up but is not yet public information, this means it is too late for the LINK to be involved in drawing up the Action Plan and it was agreed to wait until after the Action Plan is published before the LINK responds. When it is published the group agreed that we need to respond quickly. GVOC would like the LINK, GAIN and ATension to work together on this.

6. Working Group Terms of Reference

These were reviewed in February 10.

7. Feedback from Steering Group Away Day

At the Steering Group Away Day priorities for the year ahead for each of the working groups was discussed.

Prior to the Away Day a questionnaire was sent to the full LINK membership and the comments made regarding future work for this working group was circulated and discussed.

It was agreed that the priorities for this working group for the coming year would be:

- GP/ Public Hospital Discharge Questionnaire – this is ongoing
- CQC Report which highlighted Hospital Discharge
- Timely Care Packages –What are the processes also meet with QE Hospital Discharge Liaison Team as this also is a Working Group **Action KN to contact**

8. Any Other Business

An Issues Log has been produced and KN suggested members could carry these and when completed they could help the LINK to look for trends.

Due to staff holidays the date of the meeting on 10th August 10 will be held on 3rd August 10.

Maria Hall informed the group that the Joint Strategic Needs Assessment Team (JSNA) is holding Interactive Development Sessions to give a greater understanding of the JSNA. **Action MH to email KN with these dates for LINK e-bulletin**

Date and time of next meeting

Tuesday 29th June 2010

10.30 – 12.30

GVOC