

Gateshead LINK
Hospital Discharge Procedures Working Group
Tuesday 29th June 2010
GVOC
10.30 – 12.30pm

Minutes

1. Welcome and Apologies

Present:

Kay Parker	Resident
David Wallace	Resident
Alma Waterhouse	Resident

In attendance:

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

Apologies:

Gretel Keadell	Resident
Maria Hall	Resident
Lyn Patterson	Resident
Lucia Hiden	Gateshead NHS Foundation Trust Involvement Lead

Opening Remarks

Kay Parker offered to Chair the meeting and was accepted by the group.

As Alma Waterhouse was new to the group a round of introductions was made.

2. Minutes of the last meeting and matters arising

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

Agenda item

3. Hospital Discharge Questionnaire – Distribution

For the benefit of new members RJ gave background information to the questionnaires. Two questionnaires were designed and distributed, one for GPs and one for members of the public. The purpose of these questionnaires was to gather GP and patient opinion on hospital discharge and to identify any trends.

- **GP Questionnaire**

The analysis for the GP questionnaire is now complete and this has been circulated to Gateshead GPs. The analysis also informed the GPs that following the analysis of the questionnaire for the members of the public they will be contacted with a copy of the report. **Action RJ**

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

The questionnaire for the members of the public was circulated and discussed and it was agreed to amend some points:

- ❖ The section that contains the two faces will be smaller
- ❖ The freepost address information section will be larger
- ❖ Reverse the numbering system on question 2 “How was your experience of discharge?” to read positive to negative.

The LINK has been struggling with the distribution of the questionnaire for members of the public. RJ recently had a meeting with Lucia Hiden (Gateshead NHS Foundation Trust Involvement Lead) and LH informed RJ that she would explore the possibility of including the questionnaire in the Hospital Discharge Package. Following this meeting RJ has had confirmation from LH that this will be possible. This is excellent news and LH will be reporting on this in more detail at the LINK Steering Group meeting on 1st July. **Action LH**

Following a meeting with Debbie Scorer re- including the questionnaire in the QE Hospital Magazine, KN confirmed that it will be included in the September issue at a cost of £120, plus printing costs of the questionnaire. **Action LINK staff**

It was suggested that the questionnaire be placed on the Gateshead LINK website and KN is to contact Harry from Alpha Communications regarding this. **Action KN**

4. Update on Queen Elizabeth Hospital Discharge Policy

- **Agenda item 4a – Discharge Summary**

A copy of the draft Discharge Summary form that has been drawn up by the QE Hospital was distributed and discussed. At this point the Fire and Rescue Service Home Risk Assessment form was also discussed; this was due to the Draft Discharge Summary form including a space for referrals on it. It was suggested that the Fire and Rescue Service could have its details inserted here. RJ is to contact LH regarding this. **Action RJ**

RJ is still working on setting up a meeting with Lindsey Surtees (Modern Matron at the QE), Lesley Carr (PCT) and Doreen Dabrowski (Fire and Rescue Service) to discuss the possibility of including the Fire and Rescue Service Home Risk Assessment form in the Hospital Discharge Pack. It was suggested that LH may be able to help to arrange this meeting. **Action RJ to contact LH**

- **Agenda item 4b – Update re: Hospital Discharge**

An event was held in October last year where issues were raised by the LINK members regarding the QE Hospital Discharge Booklet. RJ circulated an update from LH on behalf of Gateshead Health NHS Foundation Trust. The Discharge Booklet has now been discontinued and replaced with the Discharge Summary form (agenda item 4a).

A discussion took place around hospital pharmacy prescriptions and the hospital pharmacy pilot scheme was discussed. Mark Thomas is the Lead Pharmacist at the QE and KN is to contact MT for an update. **Action KN**

5. Working Group Terms of Reference

This links in with agenda item 6. As some LINK members are now trained in Enter and View it was agreed at the last Steering Group meeting to amend the

terms of reference for all four working groups to make it clear that only LINK members who are trained in this topic and have CRB clearance can make these visits. The amendment was approved. **Action LINK staff**

6. Feedback from Steering Group – Information

This will now be a standard agenda item for all four Working Groups as the Steering Group receive feedback on the work of the four Working Groups and this should work both ways.

7. Care Quality Commission Inspection Report – Discussion

Following the recent CQC Inspection and the publication of the action plan by Gateshead Council KP, DW, MH and RJ attended and Overview and Scrutiny (OSC) meeting where it was agreed that it would be beneficial to have LINK representatives on the sub groups who are implementing the action plan. RJ has a meeting arranged with Mike Brown (NHs South of Tyne and Wear Joint Commissioning Manager – Dual Diagnosis) next week to discuss this. KP was nominated by the group to attend the meeting with RJ and KP agreed.

Action RJ KP

RJ and KN recently attended a meeting with Paul Johnson (Regional LINK Co-ordinator) and the importance of the LINKs working with the CQC was discussed. Gateshead LINK already does this but it was noted that Jeannie Eschle Bell who was our CQC contact has now left the CQC and the LINK will establish who the LINK contact is now. **Action LINK staff**

8. Any Other Business

The LINK Annual Report for April 2009 – March 2010 has now been produced and it was noted that this Working Group has achieved a lot in this period of time. The Annual Report was a big piece of work for the LINK staff and in particular Annie Murphy (LINK Project Manager) and KP thanked all involved for their hard work.

DW attended a meeting with Emma Rycroft (PCT Commissioner for Drugs and Alcohol Health and Well Being) and ER is very interested in the work of the LINK and would like to be kept informed of the work. It was noted that the LINK meetings are open to all and the minutes of all meetings are published on the LINK website. DW has a further meeting arranged with ER and he is to

contact KN with the date of the meeting to enable KN to check her diary to see if she is free to attend with him. **Action DW**

Date and time of next meeting

Tuesday 3rd August 2010

10.30 – 12.30

St Chads Community Project