

DONCASTER LINK – DISCHARGE GROUP – MEETING SUMMARY

Date:
22nd October 2009

Time:
10am

Venue:
Doncaster Business Innovation Centre

Attendees:

Margaret Marrison
Rita Holdsworth
Paul Morton
Jan Higgins (Host)

Kay Kirk
Dorothy Head
Laura Powell (NHS Doncaster)

Apologies:

Marie Lane

The following is purely to give the essence of the meeting.

Opening:

The meeting opened with Rita Holdsworth welcoming all and introductions were made.

- **Item 3 on the Agenda – Minutes from 1 October 2009.** No amendments were identified.
- **Item 4 on the Agenda – Laura Powell.** Laura gave the group an overview of what her role, and expectations within that role were, in relation to her position as Patient Experience/Complaints Manager with NHS Doncaster. Laura also gave some good advice as where to conduct the surveys and who to ask for help.

Action: Laura to email contact details to the Host.

- **Item 5 on the Agenda – Update regarding distribution of survey (ALL).** The group was informed that Denise Gardiner had offered to assist in the distribution of the surveys.

Action: The Host to contact Denise to request her assistance in issuing the surveys to the Stroke Clinic, Fracture Clinic and Rehabilitation Outpatients Clinic (Tickhill Road).

Below is an update of distribution of surveys to date:

Paul Morton	Surveys issued to Cardiac Rehabilitation Team.
Dorothy Head	Surveys issued to friends/colleagues.
Kay Kirk	Surveys issued to friends/colleagues.
Margaret Marrison	Surveys issued to friends/colleagues.
Rita Holdsworth	Surveys issued to friends/colleagues.

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Doncaster LINK Host Surveys issued to all database members and included on Doncaster CVS, SYCIL and Partnership for Carers websites.

Group members to make contact and arrangements for the completion of the survey at the following:

Kay Kirk	Reablement Team at Armthorpe.
Margaret Marrison	District Nurses and Community Matron.
Rita Holdsworth	Joint Replacement Physiotherapy Clinic at DRI.
Dorothy Head	Rehabilitation Outpatients Department (Tickhill Road).
Paul Morton	Cardiac and Stroke Group.

- **Item 6 on the Agenda – Shadowing Community Matron.** The group discussed the possibility of arranging to shadow the Community Matron.

Action: Margaret Marrison to make contact with the Community Matron to arrange to accompany during discharged patients visits to enable surveys to be completed.

- **Item 7 on the Agenda – Review actions from meeting 1st October 2009.** Updates to the Work Plan were agreed.

Action: The Host to update the Work Plan Form.

- **Item 8 on the Agenda – Any Other Business.** No other business discussed.
- **Item 9 on the Agenda – Next Discharge Procedure Group Meeting:** It was agreed the next meeting would be held on 26th November 2009 from 10am at the Doncaster Business Innovation Centre.
- **Item 10 on the Agenda – Close.** The meeting closed at 11.45am.

Minutes submitted by:

Jan Higgins

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