

# DONCASTER LINK – PODIATRY/CHIROPODY IN THORNE/MOORENDS GROUP MEETING SUMMARY

**Date:**

21<sup>st</sup> July 2010

**Time:**

10am

**Venue:**

Doncaster Business Innovation Centre

**Attendees:**

Kay Kirk (Chair), Deirdre Coward, Paul Morton, Donna Cibor (Host) and Jan Higgins (Host)

**Apologies:**

None

- **Item 3 Minutes from 22<sup>nd</sup> June 2010.** All agreed the notes were correct with no amendments.
- **Item 4 Discuss questions to present to Andrew Brankin.** Discussed questions and all agreed to the content.
- **Item 5 Andrew Brankin - Clinical Manager of Podiatry Services.** Below are the questions posed and responses from Andrew Brankin:

1 How many centres are there in Doncaster?

*23 centres plus Tickhill, Mexborough and Doncaster and Bassetlaw NHS Foundation Trust Hospitals.*

**Action:** Andrew to submit a list of centres to the Host.

2 How is the service information provided to the general public?

*Leaflets are issued to all GP Surgeries and relevant departments within the 3 hospitals. Training is also provided by the Podiatry Services.*

**Action:** Andrew to submit the following to the Host:

- Samples of literature/information distributed
- Information on how often leaflets are distributed
- How many leaflets are distributed each time

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- 3 Are GP Surgeries kept up to date with the services available?

*Yes and training is provided to all staff from the Podiatry Services at least once every two years.*

- 4 Information regarding podiatry/chiropractic is important for diabetics, how is this made available and where is this information placed?

*Leaflets in GP Surgeries and by a system known as DOTTIE, a co-ordinated pathway run by diabetic nurses with packages of information, along with practice nurses and district nurses who receive yearly training from the Podiatry Services.*

- 5 Is information clear about service provision with contact details?

*Yes, leaflets provided.*

- 6 What happens if someone lives alone and struggles to get to a centre?

*Professional judgement is used when assessing the care of people living on their own and home visits will be given when deemed necessary.*

- 7 When there is a complaint who deals with this?

*The Complaints Manager based at Doncaster Community Health Care. Service Manager will look into the complaint and produce a report*

- 8 What are the timescales regarding complaints?

*There are no timescales in place for complaints to be made. Acknowledgment of a complaint is sent within 3 working days and a target of 25 days is in place to hopefully resolve the matter.*

**Action:** Andrew to submit to the Host figures regarding total number of complaints made in the previous 12 months.

- 9 Where do people in Thorne/Moorends access appointments and how?

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*Services are provided at the Vermuyden Centre, Thorne 2 ½ days per week.*

- 10 Is a local appointment offered or a home visit?

*If housebound home visits are provided by a GP/District Nurse or alternatively at a local clinic*

- 11 Do residents have a choice as to where they receive treatment?

*After the initial assessment the patient is given the option of where to have treatment if applicable.*

- 12 How long does it take from initial contact to a first appointment being arranged?

*The national target is 13 weeks but internally 6 weeks for a routine referral with emergency referrals seen the next working day.*

**Action:** Andrew to submit to the Host the following:

- Total number of referrals in the previous 12 months
- Total number of treatments in the previous 12 months

- 13 What is the timescale from an initial appointment to a follow up appointment?

*Varies from individual to individual but on average 12 weeks.*

The Chair, thanked Andrew for attending the meeting.

- **Item 6 DJS Update.** The Host informed the group DJS Survey had given an estimate of £2,500 to produce a questionnaire and complete a survey regarding podiatry/chiropractic services in the Thorne/Moorends area. The group agreed the Host would prepare a draft questionnaire and DJS would be asked to conduct the survey with a guaranteed hit of 150 people. Kay Kirk was mandated to authorise DJS Survey to commence the survey when applicable.

**Action:** The Host to prepare a draft questionnaire and submit to members prior to the next meeting where the questionnaire would be finalised. The Host to obtain a further quote from DJS Survey.

## **DONCASTER LINK – PODIATRY/CHIROPODY IN THORNE/MOORENDS** **GROUP MEETING SUMMARY**

- **Close of meeting.** The meeting ended at 12 noon.
- **Date of next meeting.** The next meeting will be held on Wednesday 11<sup>th</sup> August 2010 at DBIC from 11am.

**Minutes prepared and submitted by:**

Jan Higgins

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