



COUNTY DURHAM
A local voice for local people

County Durham LINK Meeting/Event

Date: 17 November 2011
Event: Quality Standards Steering Group, North Tees and Hartlepool NHS Foundation Trust
Number/range of attendees:
Purpose of meeting/event:
Record completed by: John MacDonald
<p>The meeting was well represented and included Hospital Service and Clinical staff and managers, Health Service User Group, Advocacy Services, PALs and LINK reps from Stockton, Hartlepool and County Durham.</p> <p>Summary of items discussed:</p> <p>LINKs to HealthWatch Update It was believed that some LINKs groups were progressing more rapidly than others and are in the process of transferring fund to the shadow HealthWatch groups, however other groups had ring fenced funds for the moment. It was generally agreed that uncertainty was being experienced.</p> <p>iWAVE Meals The Catering Manager, Colin Chapman reported on proposals to trial pre prepared frozen meals, which can be reconstituted in a microwave cooker. A trial is currently taking place in the Emergency Assessment Units in Hartlepool and Stockton. The aim is to reduce food waste, which is a current problem, whilst at the same time provide a range of attractive meals. Samples of the meals were prepared and passed around for tasting. I did not get the opportunity to try the meals so cannot comment. Specimen menu enclosed.</p> <p>Momentum The transition plan which looks at how the reconfigured services can best meet future needs is out for comments and a report will follow at a future meeting. The aim of the plan is to Reduce In Patient bed usage by planned early discharge and focussing on early intervention in the community to avoid</p>



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unnecessary hospitals admissions.

- One Life Centre, Hartlepool
Activity increasing and arrangements working well for users.
- Yarm Clinic
Construction progressing well
- Billingham and Stockton Clinics – No further progress
- Proposed Wynyard Hospital – No further progress, decision awaited from HM Treasury

LINK Enter and View reports

Shirley Erskine, Stockton LINK reported on recent visits to Ward 28 and Discharge Lounge, Hartlepool and Wards 30 and 15, North Tees. Both sites had positive reports, with only minor recommendations made.

New Volunteers

It is proposed to recruit a volunteer to each ward. They will be screened and given appropriate training. It is envisaged they would assist patients with feeding, running errands and reading to patients who find it difficult.

Currently four volunteers have been recruited to North Tees.

Clinical Complaints

It was recently reported by The Northern Echo that 48 complaints had been upheld, this was incorrectly reported in the 48 complaints were made in the period of which only 3 were upheld.