



**Nottingham City Local Involvement Network LINK  
Minutes Hospital Discharge  
Task and Finish Group**

Date: 6<sup>th</sup> November 2009  
Time: 10am-12pm  
Unit E2 Southglade Business Park,  
Cowlairs, Nottingham, NG5 9RA

**Present:**

Tony Oliver - TO  
Catherine Jameson - CJ  
Jenny Golding - JG  
Jane Overton - JO

**In attendance:**

Laura Marano - LM  
Laura Thomas - LT

	<b>Actions</b>
<p><b>1. Welcome &amp; Apologies</b> Introductions of all attendees.</p> <p>Apologies from: Alicia Rowley David Turner Jenny Golding (will arrive late)</p>	
<p><b>2. Purpose of the group</b> Introduced the two focus areas of the Task and Finish group. One area of research is the process of pharmaceutical prescriptions at the point of discharge and the waiting time between discharge and the provision of medication. The second area of research is the patient experience during the transition between health care and social care services following discharge from hospital.</p> <p>CJ in relation to the second aspect of Hospital Discharge it might be beneficial to also include the voluntary sector services – and the support provided after discharge. This is yet to be agreed.</p> <p>TO explained his personal experience of hospital discharge. Highlighting the problems faced by disabled people, the lack of communications between the occupational therapist and other health care professionals.</p>	

<p><b>3. Terms of Reference</b></p> <p>LT explained the importance of having clear terms of reference before initiating any work. Draft terms of reference were provided for the group to read through and adjust appropriately.</p> <p>LT highlighted that it is not necessary for a Director to be part of the task and finish group.</p> <p>CJ pointed out that a Director is not necessary to meet the quorum. Changes were noted and will be applied and the terms of reference will be redrafted by the next meeting.</p>	
<p><b>4. Election of Chair/Vice Chair</b></p> <p>LT asked the group who would like to volunteer for the role as Chair and Vice Chair. JO offered to be the main point of contact for the group as the Chair. TO volunteered for the role of Vice Chair.</p> <p><b>5. Research</b></p> <p>LT informed the group that we are awaiting quotes from three different research organisations in order to carry out the research for the two hospital discharge issues. These quotes will be presented to the Board of Directors – the Task and Finish group will then work with the research company to design the questions.</p> <p>LT pointed out that we need highlight who our target group is going to be to consult with and gather data. Also how the group plans on addressing the two issues.</p> <p><u>Issue One (medication):</u></p> <p>Various suggestions were made for how to approach the subject. It was clarified that the group will be investigating the services at both City Hospital and the QMC. Start by finding out where the Pharmacies are. Secondly the group needs to agree on a research method and who/how they intend to consult with.</p> <p>The group agreed that you need a combination of methods both qualitative and quantitative data. Combine case studies of patient experience, questionnaire to be distributed within the hospital with the medication provided, internal NUHTrust survey data.</p> <p>Need to establish what the discharge procedure is and the criteria for priorities. Also need to identify if there are designated areas for patients awaiting discharge. Furthermore, the group asked if we can gather information about the financial cost of hospital discharge and the cost of any delay. This would help evidence any final recommendations.</p> <p>Research the services provided by Community Pharmacies – is there a criteria to receive this service or is there a charge.</p> <p>Firstly need to establish how the group intends to identify patients for Case Studies. LM suggested asking the NUH Trust to forward a LINK Task and Finish group invite to their patient database. CJ suggested that we could add a question at the end of the questionnaire inviting people to provide more detailed information for the Case Studies.</p> <p>CJ asked if we have been in contact with the Universities to possibly outsource the research. LT explained that Nottingham University is not able to take on any more research till February 2010 – Nottingham Trent University doesn't have the facilities for this research. CJ suggested recruiting student volunteers/interns to carry out the research for their own work experience.</p> <p>LT proceeded to say that the group will need to draft questions for the survey/consultation/questionnaire. Also it might be possible to send the questionnaire to an external organization to approve the wording, equality and diversity aspects.</p>	<p><b>Group to feedback to LT any ideas on questions for the consultation, or how to contact respondents</b></p>

<p>CJ suggested targeting existing forums and service user groups to inform them of LINK research and to encourage involvement. Practice patient groups, carer forums, service user groups.</p> <p>TO also stated that we need to ask if patients had a care package not only in paper but also in practice. Did the care package deliver? JG stated that maybe this should be addressed as a separate issue to the Hospital Discharge transition. The effectiveness of the support plan/care package maybe a separate issue specific to the quality of social care services provided.</p>	
<p><b>6. Any other business/future agenda</b></p> <p>Agenda to be sent via e-mail to all members at least 1 week before the meeting. LM was asked to talk to the Hospital Discharge team – or NUH PPI lead to gather information about the process for discharge. Invite a speaker or co-opted member to the next meeting.</p> <p><b>7. Date and time of next meetings:</b> 20<sup>th</sup> November 2009 – at 3pm till 4:30pm</p>	

Minutes taken by the Nottingham City LINKs TEAM

**Address:** Unit E2, Southglade Business Park, Cowlairs, Off Hucknall Road, Nottingham, NG5 9RA

**Tel:** 01159 754647

**E-mail:** [links@carersfederation.co.uk](mailto:links@carersfederation.co.uk)