

County Durham LINK Meeting/Event

Date: 18th March 2010

Event: North Tees, Hartlepool NHS Trust Quality Standards Group

Number/range of attendees: Clinical/Managerial/LINKs reps

Purpose of meeting/event: Steering group to develop standards

Record completed by: John MacDonald

The meeting was well attended and included reps from Durham, Stockton and Hartlepool LINK, Disability Equality and PALS.

The group discussed several National and Local quality audits that had been undertaken, or were ongoing. These included the National In Patient Survey, National Cancer Survey, Claims, Litigation Incidents and PALs Reports.

Some themes noted, these included extended waiting times for Podiatry and Dental referrals, delays in treatment and aftercare, delays in patients receiving letters following treatment, consent errors and prescribing errors. The results were well received and a remedial action plan put in place. It was recognised that the trust was demonstrating excellent practice in being open with patients and focusing on the patient experience. It was commendable that prompt response to patient and visitor concerns led to satisfactory local resolution without need for complaints.

Control of infection, currently six cases of hospital acquired MRSA, with none reported in February or March.

Pathways to healthcare. The secretary of state, Andy Burnham has approved the funding of £464 million to go ahead with the new hospital at Wynyard Park. The new Park Road integrated care centre in Hartlepool will open in May 2010, Hartlepool LINK declared the wish to have access to the new development soon.

The Care Quality Commission has announced the intention that they will be showing interest in visiting and auditing the following

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services in the Region on their next visit, Stroke services, Patients with Learning disabilities, Patients in nursing homes. The visit will be in May 2010

Deaf Interpreter Services Update.

The trust has been having problems in accessing interpreter services in urgent situations.

A new service is now in place and provided by Everyday Language Solutions. Consideration is being given to providing text phones.