

Meeting note: Hospital Services Task Group (HSTG)

Date: 15.10.18 **Time:** 1.45pm - 2.45pm

Name of note taker: Laila (LA), Projects & Outreach Officer HWK

1. Who attended?

Graham Goldspring (GG), HSTG Chair

NS, Nigel Spalding, Trustee / Task Group Member

SM, Scotty McLeod, Task Group Member

KB, Karen Beal, Task Group Member

Apologies received from Pippa Collins, Task Group Member

2. What was discussed? (Headline bullet points)

- 2.1 Members of the HSTG reviewed the notes of the **meeting held on 20.08.18**. The notes of the previous meeting were agreed as accurate.
- 2.2 GG provided an update on the progress made on the Discharge Project. GG and LA met twice with Jane Suppiah, **Patient Experience & Quality Improvement Lead**, Kingston Hospital NHS Foundation Trust. It was clarified that advice was taken from the hospital and the independence of the questions. The 'Discharge Project update' document provided at the meeting outlined the next 5 steps required to progress the project.
- 2.3 The group signed off the Discharge Survey subject to the following amendments: notes on ethnic monitoring form noted on paper copy in meeting, minor amendments to spacing and colouring on main survey, question numbers, and larger headings.
- 2.4 The group agreed to include a slip with the survey where people could check a box to confirm if they would a/ like to be on the mail list, and b/ like to be given the report for the project. LA to create and include this.

- 2.5 The group agreed on a name to be chosen by LA but something engaging such as ‘What was leaving Hospital like?’
- 2.6 LA to input on Survey Monkey
- 2.7 LA to make amendments and send final survey to group
- 2.8 Group to test completing survey and report back any parts that don’t make sense. Jane Suppiah will also be doing a test run with two persons.
- 2.9 LA and GG to have a conference call with Jane Suppiah by 2 November to finalise any changes.
- 2.10 LA to organise 500 surveys to get to hospital by Thursday 8th November with freepost envelopes
- 2.11 LA to contact superhighways about getting someone to help create a database to collect data.

3 What are the actions, by who and by when? (Headline bullet points with a date for completion)

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LA to contact superhighways about getting someone to help create a database to collect data.

Signed as accurate by the Chair:

Date: