



**“What Do You Think”**

**Notes of the meeting held on the 20<sup>th</sup> October, 2011**

<b>Present</b>	<b>Service Accessed</b>
Dorothy	In-Patient & Family Care Team
Richard	Palliative Care Team
Lesley	Palliative Care Team
David	Palliative Care Team
Marjorie	Palliative Care Team
David	Palliative Care Team
Beryl	Palliative Care Team
Mark	Palliative Care Team
David	S&TC & Family Care Team
Carol	In-Patient, Palliative Care Team & Family Care Team
Geoffrey	S&TC
Christine S	Staff
Catherine	Staff
Christine W	Staff
Joanne	Staff
Diane	Staff

- Christine S opened the meeting; everyone introduced themselves and stated which hospice services they had experience of and how they had been introduced to the hospice.
- Christine S gave a brief update about the meeting and what has been achieved so far, she then explained the format of this meeting and agenda items and asked if anyone present had any items they would wish to raise.
- Christine S then introduced Christine W, a staff nurse on the In-Patient Unit, she distributed a copy of a leaflet – “Food for Thought, Information For Carers” – this is a nutrition leaflet which is aimed at carers. Christine W asked for feedback with regard

presentation, content and readability of the leaflet. Feedback could be given at the end of the meeting, or alternatively within one week via Joanne Martin (e-mail address

[joannem@kirkwoodhospice.co.uk](mailto:joannem@kirkwoodhospice.co.uk), tel 01484 557903)

**Post Meeting Note – since the meeting no feedback has been received and the leaflets are now in use.**

- Since the last user forum, Christine S explained that she had met with the newly appointed Information Officer at the Macmillan Unit at Calderdale Hospital, Natalie Geddes. Mechanisms are in place to ensure that hospital departments are provided with relevant hospice information leaflets.
- Christine S explained that when patients start to use the services provided by the hospice this does not mean they should or will stop using other services provided elsewhere.
- Christine S explained that awareness of Hospice services varies in different parts of Kirklees and that there appears to be less awareness in North Kirklees. A number of suggestions were made with regard to possible areas to publicise such as church groups, and supermarkets, also by contacting local members of Council. Christine S explained that as well as raising awareness with regard to fundraising it is important to raise awareness about the services Kirkwood provides for patients, their families and friends.
- Dorothy raised the issue of religious services on the In-patient unit and not being made aware of when they are to take place.  
**ACTION** - Christine W will feed this back to the staff on the unit.
- **Support & Therapy Centre – Heart Failure Project** - Christine S explained how the Support & Therapy Centre is run, with various sessions running during the week, such as Drop-in, lymphoedema clinics and yoga sessions. She then went on to explain that funding had been obtained to start a Heart Failure Project, this project would help patients to self-manage their condition and hopefully reduce the number of admissions to hospital. Sister Elaine Gill will lead on this project and will be invited to attend a future forum to talk about this project in more detail.

- **In-Patient Unit Refurbishment** - Drawings of the proposed refurbishment on the In-Patient unit were made available and explained to those present by Christine S.

Christine S's contact number – 01484 557900

Joanne's e-mail address – [joannem@kirkwoodhospice.co.uk](mailto:joannem@kirkwoodhospice.co.uk)

### **Date & Time of future meetings**

It was agreed that 3 times per year is adequate and therefore dates for 2012 are as follows –

**Thursday March 22<sup>nd</sup> 2.00 – 3.30**

**Thursday June 21<sup>st</sup>, 2.00 – 3.30**

**Thursday October 18<sup>th</sup>, 2.00 – 3.30**

**These dates will be advertised on the hospice website from January, 2012.**

These notes will be distributed to all attendees, displayed internally and on the Hospice website.