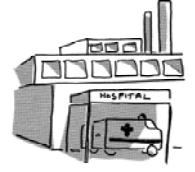




# A2A

National Access to Acute Network  
[www.nnldn.org](http://www.nnldn.org)



19<sup>th</sup> September 2007  
Wolverhampton University  
Telford Campus  
Priorslee Hall

## Minutes

### Present

Rick Robson  
Jeni Graham  
Wendy Williams  
Gail Pritchard  
Heather Brierley  
Karen Breese  
Gill Levy  
Nat Davies  
Student

Student  
Louise Hampton  
Jackie Shepherd  
Anne Bowdler  
Anne Goodrich  
Lynn Fuller  
Lesley Smith  
Suzanne Miles

### Apologies

Janette Devine  
Juliet MacArthur  
Jane Knowles  
Andy Jervis  
Jane Willett  
S J Burnell  
Joanna Parker

Andy Hoof  
Linda Radcliffe  
Janet Beech  
Sue White  
Allyson Kent  
Debra Moore  
Paidraic Costello  
Jainab Desai  
Anne Meader

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## **Updates from attendees**

*(These are intended as a resource guide so that anyone accessing the A2A forum can make contact, stating where the information originated).*

### **Karen Breese (Health Access Nurse)**

[Karen.breese@shropshirepct.nhs.uk](mailto:Karen.breese@shropshirepct.nhs.uk)

#### **Would like to give updates on the following.....**

1. Hospital Guidelines – Care of People in hospital with a learning disability
2. Taking Blood, under GA and also using medication (sedation in home environment).
3. Acute Liaison posts, job descriptions, Regional A2A Group West Midlands.
4. Clinical Intervention Plans for taking blood.

#### **Would like to receive updates on the following.....**

1. Pain, tools, assessment, management, use of Distat in different areas
2. Consent – Capacity.
3. Downs Syndrome & Dementia.

### **Heather Brierley (Acute Liaison Nurse)**

[heather.brierley@shropshirepct.nhs.uk](mailto:heather.brierley@shropshirepct.nhs.uk)

#### **Would like to give updates on the following.....**

1. Liaison nurses – acute access.
2. Second half of secondment to Princess Royal Hospital, Telford.

#### **Would like to receive updates on the following.....**

1. “Look Up” site, Accessible information. (Having Cataract removed) Information book – planning familiarization.
2. Your Health, Your Hospital, Whose Job? – Workshop.
3. Children’s Service Pilot.
4. Dublin – Health Inequalities.

### **Gill Levy**

[g.levy@lookupinfo.org](mailto:g.levy@lookupinfo.org)

#### **Would like to give updates on the following.....**

1. Cataract Surgery (eyes)
2. Keratocorus Surgery (eyes)
3. Other Eye Care Issues
4. Work with Royal College of Ophthalmologists

#### **Would like to receive updates on the following.....**

1. Examinations under general anaesthetic.
2. Physical Intervention after Surgery
3. Best Interests meetings
4. “use” of supporters in Hospital.
5. Local Anaesthetics.

**Anne Bowdler**

[Annie.Bowdler@pcs-tr.swest.nhs.uk](mailto:Annie.Bowdler@pcs-tr.swest.nhs.uk)

**Would like to receive updates on the following.....**

1. Do Health Facilitators also cover Health Action Plans and link into GP Surgerys? If yes – how are they preparing for the Annual Health Check?
2. How is training being identified for link practitioners
3. What is in the learning resource pack Heather spoke about?
4. Health Facilitators job descriptions – how do they vary?

**Jenny Gater**

[Jenny.gater@telfordpct.nhs.uk](mailto:Jenny.gater@telfordpct.nhs.uk)

**Would like to receive updates on the following.....**

1. “Look Up” information.

**Anne Goodrich**

[Anne.goodrich@norwich-pct.uk](mailto:Anne.goodrich@norwich-pct.uk)

**Would like to give updates on the following.....**

1. Acute Liaison Nurse role – pilot within Norfolk – looking at need/role/transition into adult services. To look at admission/discharge planning, at patient appointments – support needed etc...

**Would like to receive updates on the following.....**

1. Any areas that are using acute liaison nurse role within Children’s – and how role was developed.

**Suzanne Miles**

[Suzanne.miles@sbpct.nhs.uk](mailto:Suzanne.miles@sbpct.nhs.uk)

**Would like to receive updates on the following.....**

1. Training
2. Shared resource pack for Health Facilitation, acute liaison services.
3. Latest developments in Health Facilitation and acute liaison services.

**Wendy Williams (Specialist Dysphagia Nurse)**

[Wendy.williams@nww-trwales.nhs.uk](mailto:Wendy.williams@nww-trwales.nhs.uk)

**Would like to give updates on the following.....**

1. Dysphagia/assessment pathways etc..
2. Dysphagia MDT working
3. Dysphagia Training Course, Bangor University.
4. DDS/DMSS (Dysphagia Diagnostic System/Dysphagia Management Survey System.

**Would like to receive updates on the following.....**

1. Where are Health Facilitators based? Is it more advantageous to be based in the acute setting.
2. The Link Nurse in the Acute - are they allocated time away from wards? How do you work together?
3. Training in Acute – best way to do this.

**Gail Pritchard**

[gpxss@anglesey.gov.uk](mailto:gpxss@anglesey.gov.uk)

**Would like to receive updates on the following.....**

1. After care after eye surgery.
2. Aftercare false eyes.

**Date of Next Meeting**

**19<sup>th</sup> December 2007**

**St Mary's Church**

**Bramall Lane**

**Sheffield**

**S2 4QZ**

Originator: Teresa Wylie  
Telephone – 01743 261181  
E-mail: [Teresa.Wylie@shropshirepct.nhs.uk](mailto:Teresa.Wylie@shropshirepct.nhs.uk)

**Acute Access to Princess  
Royal Hospital,  
Telford.**

**My Journey**

Heather Brierley

Acute Liaison Nurse



**12 Month Secondment**

- In April of this year a colleague and I were recruited to work with the Health Access Team. Employed on a twelve month secondment basis, funded through Learning Disability Development funds, allocated by Telford and Wrekin Partnership Board.
- My colleague and I have been allocated individual and shared tasks to complete over our 12 month Secondment.

**My Journey so far**



- General trained
- Link Nurse for learning disability since 2004. On wards 12 and 14 Princess Royal
- Opportunity to increase my knowledge and share new found knowledge with colleagues.
- Improve access for patients with a learning disability, making access easier, more inclusive and equal.

**Steep Learning Curve.  
Enjoyable, Challenging, but like  
climbing a Mountain.**



**The Importance of Communication**

- Net working.
- Importance of A2A - regional and National.
- Health KOG (Key Objective Group).
- Sharing GOOD practice.
- Barriers to communication:
  - Busy Clinical areas.
  - Organisational change.

**Liaison during acute admission**

- Hospital staff.
- PALS Patient Advisory & Liaison Service.
- Community.
- Family and Carers.
- Residential services, Day services, Supported living.

• **PATIENT MAIN FOCUS**



### Facilitation of Bi-monthly Link Meetings



- Issues of Consent.
- Access to Learning Resource Pack on hospital intra-net.
- Death by Indifference, RCN Document.
- Carers issues
- Future meetings to identify training needs.
- My increased confidence and self awareness.

### Accessible information

- Importance of Accessible information.
- Creation of Accessible information.
- Co-operation of clinical areas.
- Service users, advocacy groups.
- Complementing accessible information at Royal Shrewsbury Hospital.



### Colleagues Reception to Secondment

- Health Access Team,
- Clinical staff Princess Royal,
- Management Princess Royal,
- Community Staff.

### My Perception

- General Trained Nurse, enclosed on busy surgical area.
- Increased knowledge - privileged in now seeing "the bigger picture."
- Appreciate different perspectives and points of view.
- Sad events in past six months.
- Carers and service users.

### Future Plans

- Carers visits.
- Creation of more accessible leaflets, including Endoscopy.
- Continuation of link group.
- Facilitation of learning in Clinical areas.
- Liaison with relevant people in possible creation of accessible menus.
- Facilitating training with Health Access Nurse.

### Conclusion and Exit Strategy

My colleague and I have taken some steps up the mountain. We need to underpin these, so there is no falling –



**only space to move foreword**