

# YourVoice@healthwatch

Virtual Event 10.00 am - 12 noon using Microsoft Teams

Wednesday 27 January 2021

## Agenda

Theme for the event: URGENT and EMERGENCY TREATMENT

10.00 am                      Registration

10 am to 10.05 am Housekeeping - reminder of protocols for the Virtual Event  
(these will also be displayed on screen as attendees arrive)

10.05 am                      Welcome by Pauline Mountain, Chair of  
YourVoice@healthwatch

Part 1 : Presentation (background information and setting  
the scene)

10.10am                      Urgent and Emergency Treatment Short presentation  
by Dean Odell Healthwatch Contract Co Ordinator

Questions for Dean Odell on presentation

2: Panel and Q+A Session Chaired by Pauline Mountain

Members of the Panel:

- Jessica Mather              DHU 111 Non Clinical Continuous Quality Improvement (CQI) and Directory of Services Lead
- Kerry Collins                DHU111 Clinical Development Manager
- Micheal Brunton            Lincolnshire Community Hospital Service (LCHS) Urgent Care Services Manager
- Maggie Brett                DHU 111 Pathways Continuous Quality Improvement (CQI) and Directory of Services Lead (Clinical)
- Ruth Cumbers                United Lincolnshire Hospital Trust (ULHT) Programme Director for Urgent Care

**11.45 am Summary of Event and additional Information by Pauline Mountain**

#### **Dates of Future YourVoice@healthwatch Events**

**Wednesday April 2021 10 am to 12 noon**

**Theme: Maternity**

**Wednesday July 2021 10 am to 12 noon**

**Theme: Social Care**

**Oct 2021 10 am to 12 noon**

**Date / theme to be confirmed**

#### **Additional Information sent to attendees:**

- Protocols for the Event
- Copy of the Agenda
- Updates from Trusts: ULHT / LPFT / LCHS / CCG
- Request for Questions prior to the Event