

Feedback

Implementation of the future working arrangements of GOLD

Following discussions at the review meeting held on Tuesday 13th January about the future working arrangements of GOLD, it was agreed that representatives of the members would work with the GOLD Team on the documentation for the Governance and roles and responsibilities of the Task and Finish Groups.

If you were not at the previous meeting and would like a copy of these papers please contact the GOLD office before the next meeting, which is on Monday 9th February 2009 at 10.15am in Havelock Street Community Centre.

Bank Top Station

Darlington Borough Council are asking the public for their ideas for improving access to Darlington's main line station. Bank Top is one of 31 stations selected to take part in a national programme to develop a Station Travel Plan. The plan will look at ways to:

- improve the station's environment and information for travellers in the station
- Improve the environment and travel information on the approach to the station
- improve access to and from the station for passengers arriving by foot, car, taxi, bus or bike

So far 400 passengers have been interviewed, 42 people attended a Talking Together event on the

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13th January, and people have e-mailed and rung in with their ideas. Some of the main issues raised have included connectivity with bus services, access from Neasham Road through the tunnel walkway, access through the underpass from Victoria Road, improved lighting under the bridge on Parkgate and environmental improvements in and around the station. Issues have also been raised around the cost and location of car parking at the station.

Work on the travel plan is being supported by funding from the Association of Train Operating Companies, Darlington's Local Motion Project (funded by central Government) and through a European Regional Development Fund grant made available to Darlington through the Council's partnership with 8 other towns and cities taking part in the Interreg IVB North West Europe Programme.

There is still time to tell us your views, ring 01325 388527 or e-mail connecting@darlington.gov.uk

Do you know about the Hospital Discharge Team?

When someone is admitted to hospital nursing staff will refer the person to the Discharge Team if they feel they need advice, information or an assessment of need. The team is made up of both health and social services professionals.

Some people may just require information and advice about what services they can access within the community, such as information about hot meals, or contact telephone numbers for the Access and Contact Team should they find they need support once they have returned home.

If the Discharge Nurses or Care Manager identify

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Contact details

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What's on

Patient Advice and Liaison Service (PALS) Branding and Awareness Exercise

PALS in NHS Darlington and NHS County Durham want to know what you think about the service they provide, and whether you recognise their leaflets, posters and other literature when you see it.



NHS County Durham
and NHS Darlington



Over the past two years, the Primary Care Trusts have undergone a number of changes, and PALS, as your 'local customer care' service has changed with them.

We are now doing a piece of work to find out:

- whether local people know about us and the services we provide
- whether people recognise our leaflets and posters
- what people think of our services
- how people would like us to communicate with them

In order to get as representative a view as possible - from the geographical spread of the county, as well as a broad range demographically, we would like to know your views.

We are talking to a number of groups so that we can cover the key issues above. It is also an opportunity to update individuals about the PALS service in NHS Darlington and NHS County Durham. All issues discussed will remain confidential. The views that we gather will result in a review of current literature, and help us to design new resources that are most beneficial to you.

GOLD are holding a consultation meeting with Kathleen Sheehan, the PALS Manager on Tuesday, 3rd February, 2009 at Havelock Street Community Centre, at 2pm.

We would appreciate your help in putting this important piece of work together - if you would like to take part in this consultation and to find out more about PALS you will be very welcome. If you have any further queries, or any concerns about taking part, please contact Kathleen Sheehan, PALS Manager (East) on **0191 587 4837**, or Email kathleen.sheehan@cdpct.nhs.uk

If possible please ring the GOLD Team on 388845 to let us know if you are going to attend this meeting.

Ola' - Are you 50+ and would like to speak Spanish on your next holiday? We have small friendly classes where you can learn and have fun. The 8 week course starts February 6th 2009, at Bradbury House Age Concern Darlington. To book your place phone Karen McGuire on 01325 362832

There will be a St. Patrick's Day Table Top Sale at Havelock Street Community Centre on Saturday, 14th March 2009. More details will be in the next newsletter.

Fame (or notoriety) at last!

The GOLD Trolley Dance has been nominated for the Best of Darlington award in the category for 'Putting Darlington on the Map'.

The video has been viewed by over 77,000 people on Youtube and has been shown at many international film festivals. We will keep you informed of how we do at the awards ceremony.