

Kent Surrey and Sussex
Academic Health Science Network
Wentworth House
Crawley Hospital
Crawley

Date 01/03/2017

Can you help us?

Dear Sir / Madam,

We are a group of individuals who are looking to work alongside the citizens of the Surrey Heartlands area to improve Safe Discharge and Transfer from hospital for people over the age of 75 with long term conditions.

We work for an organisation called the Kent Surrey Patient Safety Collaborative and we are working with your local health and social care teams to develop a new citizen-led approach to improving safe discharge and transfer of patients following a hospital admission.

How can you help?

We are looking to invite you (and others) as citizens of Surrey Heartlands who have recently been discharged from hospital to share your recent experience. Individuals from your local health and social care system will also be in attendance, so that together we can look at ways to make discharge from hospital a safer and more supportive process.

We are committed to providing an environment where you will be listened to and solutions will be developed collaboratively with citizens, improvers and health and social care workers.

Our promise to you;

- We will help you to get here and back home again
- We will listen to you
- We will try to do our best to have a good day

- **What will it involve?**

Your attendance and participation at a launch event that is being held on 29th March 9:00am – 3.00pm.

Tea, coffee, snacks and lunch will be provided throughout the day

How will I get there and back?

Where required we are willing to arrange for your transport to and from the event on the day or cover any travel expenses you may incur. We can give you more information on how to do this on the day.

We will also aim to address any additional needs you might have to enable you to participate in this special event.

Who will support me?

At the event we will have a **'host'**, who's primary role is to be there for **'you'** to answer any questions that might arise throughout the day. We will also have local patient leaders / representatives to sit alongside you and work with you during the team work at your allocated table.

Where will it be?

The Hilton, Cobham from 09:00am – 4:00pm

How can I register to attend?

If you would like to attend or if you would like any additional information please contact myself, Emma Cox the lead for the project on **07584 703726** and I will be more than happy to have a chat with you, register your place at the event and take note of any travel arrangements you might need.

Once registered we will send you an agenda for the day and this will tell you where to go when you arrive, who will meet you, who will show you to your tables, and who will be looking after you for the day.

Kindest Regards,

Emma