

PATIENTS IN PARTNERSHIP

9th July 2009
7 p.m. – 9 p.m.

Postgraduate Centre, Mount Vernon Hospital

- 6.30 p.m. Arrival, registration and refreshments
- 7.00 p.m. Welcome and overview of the evening
Jacqueline Totterdell
- 7.05 p.m. “Review of Patients in Partnership”
(including feedback from last meeting)
Marie Batey
- 7.20 p.m. Patient Advice and Liaison Service (PALS)
Sally Taylor
- 7.40 p.m. Booking Centre
Mary Richardson / Zoe McDowell
- 8.05 p.m. Question time
Chaired by: Jacqueline Walker
- 8.50 p.m. Round up and next steps
Marie Batey
- 9.00 p.m. Close of session

Dates of 2009 meetings

Thursday 17th September – Education Centre, Hillingdon Hospital

Thursday 19th November – Education Centre, Hillingdon Hospital

Who's Who From The Trust:	
Jacqueline Totterdell	Director of Operations
Marie Batey	Director of Patient Experience and Nursing
Sally Taylor	PALS Manager
Mary Richardson	Nursing Services Manager – Surgical Division
Zoe McDowell	Outpatient Booking Manager
Jacqueline Walker	Deputy Director of Infection Control and Nursing
Catherine Holly	Head of Patient and Public Involvement and Patient Experience