

Service Strategic Managemen.B1 Leadership	Stakeholder 12	Line managers have study days to learn how to appraised staff.
Service Strategic Managemen.B1 Leadership	Statutory Stakeholder.Interview with Dr McKenning G	Clinical assistants supported by their LMC which negotiates contracts for them and advises when problems arise
Service Strategic Managemen.B1 Leadership	Statutory Stakeholder.Interview with SERO.19.11.txt	Caroline McKinley is SERO's policy lead for older people and related NSF
Service Strategic Managemen.B1 Leadership	Statutory Stakeholder.Interview.Nicky Pendleton.22.	HA board know about and, in some cases, are involved in NSF for older people; at health authority level, some of the non-exec directors actively involved ; ' I have no reason to think board members are any less active in Fareham and Gosport
Service Strategic Managemen.B1 Leadership	Statutory Stakeholder.Tele Int- Steve Barnes. txt	treatment of elderly a very sensitive issue locally, particularly at QA following 2000 incident : 'nursing staff feel that they weren't and aren't being supported by management but being made scapegoats'
Service Strategic Managemen.B2 Accountabilities	Statutory Stakeholder.Interview with SERO.19.11.txt	Any of the work done by SERO on this case would have been done by Regional Director of Public Health Mike Gill in liaison with his opposite number at Portsmouth health authority (Peter Auld)with support from Roy Greenwood (nursing director SERO)
Service Strategic Managemen.B2 Accountabilities	Statutory Stakeholder.Interview with SERO.19.11.txt	SERO performance manager's role would be to instigate and facilitate meetings between key actors in area; doesn't take a proactive role in serious incidents like this
Service Strategic	Stakeholder 12	

Managemen.B3 Direction & planning		Networking was encourages. An example was Elderly Care- Ace inhibitors trails in Dolphin
Service Strategic Managemen.B3 Direction & planning	Stakeholder 12	This was passed around and Pharmacy at Q & A adopted the findings and utilised them in age prescription.
Service Strategic Managemen.B3 Direction & planning	Statutory Stakeholder.Interview.Nicky Pendleton.22.	HA has set up a district-wide screening group underpinned by multi-disciplinary local implementation teams; much work at same time in consulting service users and carers
Service Strategic Managemen.B3 Direction & planning	Statutory Stakeholder.Interview.Nicky Pendleton.22.	6 district wide implementation teams: strokes; falls; equipment; single assessment process; pharmacy and prescribing; older people and mental health problems each locality sends rep to each team
Service Strategic Managemen.B3 Direction & planning	Statutory Stakeholder.Interview.Nicky Pendleton.22.	we're attempting to join up a very complex set of targets for NSF and local modernisation review -it's about improving practice to national standards rather than criticising local services
Service Strategic Managemen.B3 Direction & planning	Statutory Stakeholder.Interview.Nicky Pendleton.22.	Fareham & Gosport have produced very good written material; also produced very good gap analysis for stroke service with action plan for change; not as good on falls; they were one of the first localities to start user and carer involvement work; only locality with community implementation strategy
Service Strategic Managemen.B3 Direction & planning	Statutory Stakeholder.Interview.Nicky Pendleton.22.	Top priority in elderly care in acute sector is to prevent bed blockages and reduce delayed discharges

--	--	--