

TEXT: Stakeholder.Mrs [Code A] .txt (99/100)
 CODE: B Service Strategic Managemen.B1 Leadership (G:100)
 Line managers have study days to learn how to appraised staff.

TEXT: Statutory Stakeholder.Interview with Dr McKenning G (17/19)
 CODE: B Service Strategic Managemen.B1 Leadership (G:100)
 Clinical assistants supported by their LMC which negotiates contracts for them and advises when problems arise

TEXT: Statutory Stakeholder.Interview with SERO.19.11.txt (31/32)
 CODE: B Service Strategic Managemen.B1 Leadership (G:100)
 Caroline McKinley is SERO's policy lead for older people and related NSF

TEXT: Statutory Stakeholder.Interview.Nicky Pendleton.22. (204/208)
 CODE: B Service Strategic Managemen.B1 Leadership (G:100)
 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

TEXT: Statutory Stakeholder.Tele Int- Steve Barnes. txt (51/54)
 CODE: B Service Strategic Managemen.B1 Leadership (G:100)
 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'

TEXT: Statutory Stakeholder.Interview with SERO.19.11.txt (10/14)
 CODE: B Service Strategic Managemen.B2 Accountabilities (G:100)
 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)

TEXT: Statutory Stakeholder.Interview with SERO.19.11.txt (36/39)
 CODE: B Service Strategic Managemen.B2 Accountabilities (G:100)
 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

TEXT: Stakeholder.Mrs Stewart.txt (49/50)
 CODE: B Service Strategic Managemen.B3 Direction & planning (G:100)
 Networking was encourages. An example was Elderly Care- Ace inhibitors trails in Dolphin

TEXT: Stakeholder.Mrs Stewart.txt (52/53)
 CODE: B Service Strategic Managemen.B3 Direction & planning (G:100)
 This was passed around and Pharmacy at Q & A adopted the findings and utilised them in age prescription.

TEXT: Statutory Stakeholder.Interview.Nicky Pendleton.22. (180/183)
 CODE: B Service Strategic Managemen.B3 Direction & planning (G:100)
 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

TEXT: Statutory Stakeholder.Interview.Nicky Pendleton.22. (185/188)
 CODE: B Service Strategic Managemen.B3 Direction & planning (G:100)
 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

TEXT: Statutory Stakeholder.Interview.Nicky Pendleton.22. (191/194)

CODE: B Service Strategic Managemen.B3 Direction & planning (G:100)

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

TEXT: Statutory Stakeholder.Interview.Nicky Pendleton.22. (196/201)

CODE: B Service Strategic Managemen.B3 Direction & planning (G:100)

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

TEXT: Statutory Stakeholder.Interview.Nicky Pendleton.22. (219/220)

CODE: B Service Strategic Managemen.B3 Direction & planning (G:100)

Top priority in elderly care in acute sector is to prevent bed blockages and reduce delayed discharges