

#TEXTBillHooper

ProjectDirector8.01.02

#CODENC

Gosport 20 yrs. Matron. General Manager division 98.

All therapies, community, DN. Transferred 99 to Elderly Medicine 2002 - Dir of Capital Projects Mental Health. Service 98?

Built in 95 and finished 96 - bed +40 - +120. Was about to change - 2 complaints - were put through systems. Did not feel uncomfortable with complaint - learning curve. Barbara Robinson was Bill Deputy. Training Managers - communication written communications prog.

#ENDCODE

#CODEB1

Oversaw principles applied at other community hospitals. Strong union representatives very high health and safety. Union - domestic abuse whistle blowing.

#ENDCODE

#CODEK1

Whistle blowing - national feeling generated need - 1yrs to create policy - circulated in draft to nurse - policy was created to, open culture - has worked in other units - Q&A Philipinos=racial tension b/w south Africans & Philipinos. 3 wards.

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#CODEB1

Sultan - 1998. Very comfortable service - efficient, excellent senior nurse, 5 senior GP - GP committee meet monthly, 50 GP had admission rights, worry single handed GP would be edged out by group practice, some beds were used for ??? were flexible within reason. Haslar were ?? did not specialise in Elderly. Haslar staff changed often which caused problems with admission & discharge.

Translation of Processes - no problems, GP Gostop, used GWMH outpatients as base rather than surgeries.

#CODEJ1

Complaints - system to prevent recurrence. **Code A** - felt he was very difficult irrational in what Mr **Code A** was very abusive/aggressive, BH was called out, complaint received by Trust. Barbara/Bill would arrange meeting. Inv - senior memb invesig, statements - Leslie Humphries, clerical involvement. Report - 3 weeks, letter to complainant. Meet Trust.

Aggressiveness = ward staff would withdraw from complaint. Lack of communication.

#CODEJ2

Complaints - system to prevent recurrence. **Code A** - felt he was very difficult irrational in what Mr **Code A** was very abusive/aggressive, BH was called out, complaint received by Trust. Barbara/Bill would arrange meeting. Inv - senior memb invesig, statements - Leslie Humphries, clerical involvement. Report - 3 weeks, letter to complainant. Meet Trust.

Aggressiveness = ward staff would withdraw from complaint. Lack of communication.

#CODEH5

Managing expectation - Process. 98 process was not that good. Ward sister would have experience on larger wards. ??? Patients were a lot sicker - admission of far iller?? patients. Complexity of patient was a lot greater and ill health.

#CODEI2

Support of nurses. Barbara inservice training. Comms & written communications & review of medical notes.

#ENDCODE

#CODEJ4

Support of nurses. Barbara inservice training. Comms & written communications & review of medical notes.

#ENDCODE

#CODEJ4

Written communication - nurse/write up notes on meeting relatives and next shift would know what has been communicated. - Identify next of kin.

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#CODEJ4

Thus new communication has made a difference.

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#CODEH3

Training in communications ie bad news. Barbara - bereavement counselling and training - 2 day course - course introduced by Barbara - husband minister of the faith.

Learning - good practice - examples.

2 ward changing from continuing care into specific rehab

Need for training for specific rehab needs.

Impact of P.C.T management, pre 98 GP were old fashioned, young GP / and generally GP will adapt.

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#CODED1

In 98 not enough Medical cover

#CODED2

In 98 not enough Medical cover.

#ENDCODE

#CODEB3

Main barrier blocking medical cover was funding?? Felt DGH was absorbing all the money.

Transfer arrangements - Haslar & Q&A.

Q&A - new dept - not system that was in place in 98.

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#CODENC

Investor in people award, therapists and nurses. Date, IRP.

98 - League of friends - raided £200 000 pounds.

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#CODEJ3

Sort out complaints. 1/4 divisional review. Leslie Humphries 'closing the loop' write every 1/4 about what was done to prevent complaint has happening again.

#ENDCODE

#CODEJ3

Leslie Humphries - very persistent in 'closing the loop'.

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#CODEJ3

BH feels 98 + prior 'closing the loop' was not quite being completed in terms of complaints.

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#CODENC

"Infallible but not criminal".

#ENDCODE