

GOSPORT WAR MEMORIAL HOSPITAL INVESTIGATION EVALUATION QUESTIONNAIRE FOR

STAKEHOLDERS

Target audience: Stakeholders (contact by phone/letter)

Collated Results

11 Responses Received out of 27

SECTION A

Please tick the appropriate box

1.	Strongly	Agree	Neither	Disagree	Strongly
I had a clear	Agree		Agree		Disagree
understanding of			nor		
what the			Disagree		
investigation was					
about					
	D 3	D 5			D 1

2.	Strongly	Agree	Neither	Disagree	Strongly
Arrangements for	Agree		Agree		Disagree
contacting the			nor		
investigation team			Disagree		
were clear					
	u 1	u 3	□ 4	u 1	

3.	Strongly	Agree	Neither	Disagree	Strongly
I had problems	Agree		Agree		Disagree
arranging to speak			nor		
to the			Disagree		
investigations					
manager					
			□ 3	□ 3	□ 2

4.	Strongly	Agree	Neither	Disagree	Strongly
My concerns were	Agree		Agree		Disagree
treated			nor		
sensitively by the			Disagree		
investigations					
team manager					
	D 1	□ 4	□ 3		

5.	Strongly	Agree	Neither	Disagree	Strongly
The written	Agree		Agree		Disagree
information I had			nor		
from CHI was clear			Disagree		

APPENDIX A



COMMISSION FOR HEALTH IMPROVEMENT

and helpful					
	1	5	2		1

6.	Strongly	Agree	Neither	Disagree	Strongly
I now have a	Agree		Agree		Disagree
better			nor		
understanding of			Disagree		
CHI's role					
	u 1	u 7	D 1		1
	Strongly	Agree	Neither	Disagree	Strongly
7.	Agree		Agree		Disagree
A copy of the			nor		
report was sent to			Disagree		
me					
	9	u 1			

8.	Strongly	Agree	Neither	Disagree	Strongly
The report is easy	Agree		Agree		Disagree
to read and			nor		
understand			Disagree		
	D 2	D 5			

9.	Strongly	Agree	Neither	Disagree	Strongly
The report	Agree		Agree		Disagree
structure, layout			nor		
and content could			Disagree		
be improved					
		2	D 5	u 1	

10.	Strongly	Agree	Neither	Disagree	Strongly
The report paints	Agree		Agree		Disagree
a full picture of			nor		
the			Disagree		
patient/relatives					
perspective					
	u 1	u 2	D 2	D 2	

SECTION B

Please write you comments in the space provided.

- 1. Is the report of any value to you? Please explain:
- Value would have been enhanced had CHI presented the report to locals more proactively and publicly
- Extremely it is a final public acknowledgement that



concerns were genuine and publicly admits to existence of problems at GWMH
• Confirms what was already known
• Bad value as it promotes a negative image of a hospital that provides excellent care. Staff need support and sympathy, not blame.

2. What do you think about the ways in which the patients' experience were incorporated in the reports:

- It was helpful, but the 'good' was not shown equal to the 'bad'
- All concerns were noted
- Concerns not accountable in report. Entered at late stage and told that CHI didn't need any more info as they couldn't look at individual cases. Could not express concerns effectively over telephone
- Hard to express the experiences of dead patients
- Direct observation and requesting views of relatives were satisfactory approached under the difficult circumstances



3. Did you learn anything from the report?

- Nothing new
- That situation was as serious as feared and still many failings that need to be addressed
- Able to see summary of police concerns not seen before
- That pressurised hospital environments lead to bad practice
- Proves lack of communication between all involved
- That staff need to explain relative's conditions and reasons for actions taken in their care

- 4. What suggestions do you have to improve the process for patients/relatives/stakeholders to contact CHI?
- Work of CHI should be more widely publicised and known
- Leaflets/flyers, written reports in local and national papers, TV (Especially for deaf 'See.Hear')
- All Trust workers should be informed of CHI's role in the NHS
- Anyone who complains or compliments a Trust should e advised about CHI. Public need to know about CHI so that they can see someone is trying to improve NHS care

APPENDIX A



independently

- CHI should utilise media to shout about themselves
- It should be made clearer to relatives what exactly CHI does. What they can expect/not expect from a CHI investigation

- 5. Any other comments?
- Police contact with SI John James commonly known that many relatives were unhappy with the investigation and he was subsequently removed but CHI only appeared to have contact with him. CHI should have reassessed the police input following James' removal from the case
- Disappointed that erport stops short of accepting that excessive drug prescriptions caused patient deaths, despite the fact that the evidence and the CHI report were all damning
- Part of CHI's remit should be to refer individuals back to police or GMC
- Report should not signal the end. CHI should do unannounced visits to check uptake of new policies and procedures
- A committee of people from all sections (incl. lay) could form a best-value group were all items could be discussed and reported
- General lack of communication among staff and between hospitals needs to be resolved and between staff and relatives as well
- Pleased with treatment and experience



• Possibly too much information in report - useful to CHI and health experts but too much for a lay person

6. Any other comments

Thank you for taking the time to complete this questionnaire.