

APPENDIX A



COMMISSION FOR HEALTH IMPROVEMENT

**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. I had a clear understanding of what the investigation was about	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 3	<input type="checkbox"/> 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 1

2. Arrangements for contacting the investigation team were clear	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 1	<input type="checkbox"/>

3. I had problems arranging to speak to the investigations manager	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 2

4. My concerns were treated sensitively by the investigations team manager	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 1	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/>	<input type="checkbox"/>

5. The written information I had from CHI was clear	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

APPENDIX A



and helpful					
	<input type="checkbox"/> 1	<input type="checkbox"/> 5	<input type="checkbox"/> 2	<input type="checkbox"/>	<input type="checkbox"/> 1

6. I now have a better understanding of CHI's role	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 1	<input type="checkbox"/> 7	<input type="checkbox"/> 1	<input type="checkbox"/>	1
7. A copy of the report was sent to me	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. The report is easy to read and understand	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 2	<input type="checkbox"/> 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. The report structure, layout and content could be improved	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 2	<input type="checkbox"/> 5	<input type="checkbox"/> 1	<input type="checkbox"/>

10. The report paints a full picture of the patient/relatives perspective	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/>

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

APPENDIX A



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 be 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 report 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
-

