

APPENDIX D



GOSPORT WAR MEMORIAL HOSPITAL INVESTIGATION EVALUATION

Target Group: Chief Executives, Chairs, Liaison Officers (of organisation being investigated)

Collated Results

4 responses received out of 5

SECTION A - PRE VISIT

1. The information requested by CHI prior to the site visit was difficult to collate	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/>	<input type="checkbox"/> 1	<input type="checkbox"/>

2. The information was easy to produce in the format requested	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/>

3. Most of the information requested by CHI was not used in the final report	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 4	<input type="checkbox"/>

4. CHI did not request all the information which would have helped the investigation team prior to the site visit	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/>

5. The interval between receiving the request for	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"/>

information to supply to CHI and the deadline was sufficient					
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 1

SECTION B - TERMS OF REFERENCE

1. I was informed of the final terms of reference at an early stage	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/>	<input type="checkbox"/> 1	<input type="checkbox"/>

2. I felt that the final terms of reference would lead to a satisfactory investigation	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/>

3. The recommendations in the final report related appropriately to the terms of reference	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

SECTION C - START-UP MEETING

1. I felt that the aims and objectives of the start-up meeting were made clear	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. The arrangements for the start-up	Strongly Agree	Agree	Neither Agree nor	Disagree	Strongly Disagree
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meeting did not go well			Disagree		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 4	<input type="checkbox"/>

3. During the start-up meeting, the correct issues were covered	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

4. The right people from the Trust were present	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

5. I thought the CHI staff were well prepared for the meeting	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/>

6. The Trust felt that the attitude of the CHI team was unhelpful	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/>

SECTION D - SITE VISIT

1. Arrangements for the week on site worked well	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Trust staff were given inadequate information prior to interview	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 4	<input type="checkbox"/>

3. The investigation team interviewed the appropriate staff	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. The work of the Trust was not unduly disrupted during the week of the visit	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/>	<input type="checkbox"/> 1	<input type="checkbox"/>

5. The investigation team did not meet staff and representatives from appropriate external organisations	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/> 1

6. The debriefing meeting at the end of the week worked well	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

7. Were the objectives of the debriefing meeting clear?	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Following the site visit, the Trust was aware of the next steps	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"/>

	<input type="checkbox"/>	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/>
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9.**Arrangements for checking the draft report for factual accuracy worked well****SECTION E - MEDIA INVOLVEMENT**

1. CHI's handling of the media during the process was satisfactory	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

2. The Trust's media officer received sufficient information	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

3. Arrangements for the publication of the report worked well	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

SECTION F - AFTER PUBLICATION OF THE REPORT

1. The structure, layout and content of the report are clear	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. The report reflects fairly the information produced by the	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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Trust					
	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

3. The report was not balanced and fair	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 1	<input type="checkbox"/> 3	<input type="checkbox"/>

4. The recommendations helped the development of the action plan	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. The report contained no surprises	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION G - GENERAL

1. I was aware of CHI's principles during the investigation process	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. I was kept fully informed of progress during the report drafting process	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

3. In general, CHI staff were sympathetic, helpful and pleasant to work	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"/>

with					
	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/>	<input type="checkbox"/> 1	<input type="checkbox"/>

4. Did the investigation process help you to address the problems that led to the investigation?	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
	<input type="checkbox"/>	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H

Please write your comments in the spaces provided.

1. What, if anything, have you learnt from this experience?

- Reinforced Trust-wide commitment to providing highest quality services

- Everyone supported when under pressure - team environment

- That paperwork for every action and decision is vital to ensure proof

- Need for independence in complaint handling and investigations

- Need to take action as soon as possible and to make info sources routinely available

- Need to review trends and patterns

2. What suggestions do you have to improve the overall process?

- Organisation under investigation could be advised to assign dedicated support for duration of investigation

- Cut time from investigation to report

- An earlier copy of final report (e.g. 48hrs before) would be helpful

- Try to keep to report/draft deadlines

- CHI should bear in mind that Trust staff have F/T roles as well as a requirement to assist CHI. Deadlines for info were unreasonable and put unnecessary pressure on staff. More warning would be useful wherever possible

3. How have you used the report?

- Shared with staff/key stakeholders

- Used in other areas of PCT to develop action plans

- Produced summary of main points

- Learning to aid action plan

- Shared widely and many developments already in hand

4. Any other comments

- CHI very professional

- JM great to work with

- At time of investigation, PHCT were in process of dissolution and resources that were already diluted were put under even greater pressure as a result

- Investigation process puts Trust's / staff in danger of becoming swamped

- Concern over CHI's spending of public money. Felt it was extravagant - e.g. venue, expensive restaurants, lots of taxis. Made worse when found out that Trust were to foot the bill

*Thank you for taking the time to complete this questionnaire.
If you are happy to tell us what your role is, and who you are
please print below.*