

#TEXTFionaCameron

Manager08.01.02

#CODEB1

Background of elderly nursing, was Service Manager Petersfield Hospital. Then added Havant as Nurse leader. Now locality General Manager. (Leader) Contract for Phys, OT, Community Hospitals, Podiatry, Physical disability, now has health visiting, district nursing - Fareham & Gosport. Primary Care Trust (attends Gosport 1 day a month). So she has a very broad & diverse remit.

#ENDCODE

#CODEB1

Is Line Manager for Jan Peach, meets monthly. Spends one day a month Gosport, Nicky leads intermediate care. She reports to Nurse Director & Operation Director Ian Piper.

#ENDCODE

#CODEB2

Is Line Manager for Jan Peach, meets monthly. Spends one day a month Gosport, Nicky leads intermediate care. She reports to Nurse Director & Operation Director Ian Piper,

#ENDCODE

#CODEB3

Community Enabling Service - funding for it came all at once. Intermediate care - possible £1 000 000 Budget - Intergrates current services and all new services. Not yet happening. Purpose of service to prevent admission and promote discharge.

#ENDCODE

#CODEB3

Hospitals use - enabling service - using physiotherapy, integrity.?? Of occupation therapy ?? of Health Social Services includes OT - Health Care Services ??? "It will happen faster discharge". Hope disclose difficulties relaxed discharge very high??

#ENDCODE

#CODEE1

Hospitals use - community enabling service - integrating physiotherapy, occupational therapy Social Services "It will happen faster discharge". Hope disclose difficulties relaxed discharge very high??

#ENDCODE

#CODEG6

Pressure for Haslar now better managed. Something called Alert Course training, all qualified staff have been there.

#ENDCODE

#CODEI2

Difficult to keep up nursing skills. (Alert course helps nurses to recognise urgent cases).

#ENDCODE

#CODEI2

Level of competence of nurses have been high. Have come every day. Philip Beed has kept to ward ???.

#ENDCODE

#CODED3

Level of competence of nurses have been high. Have come every day. Philip Beed has kept to ward ???.

#ENDCODE

#CODEK1

Risk management - chair offered it ??? committee. All critical incident forms received ??.

No example.

#ENDCODE

#CODEK11

?? Review around risk assessment process. Health ?? ?? 7 - 9's (scale 1 to 9)  
1 year old no examples given. No risk assessment example ?? dates to potential  
complaint. ?? complained re plastic ???

#ENDCODE

#CODEJ3

All have had complaint training. "The nurses most in need of training & communication  
are least likely to receive it". May struggle to understand or communicate with patients or  
relatives. Is there compulsory training? Not aware of any.

#ENDCODE

#CODEJ5

All have had complaint training. "The nurses most in need of training & communication  
are least likely to receive it". May struggle to understand or communicate with patients or  
relatives. Is there compulsory training? Not aware of any.

#ENDCODE

#CODEJ1

Service Manager calls Fiona when there are complaints.

5 complaints Received re three wards. Documentation of interaction with relatives has  
improved.

#ENDCODE

#CODEK1

Service Manager calls Fiona when there are complaints.

5 complaints received re three wards. Documentation of interaction with relatives has  
improved.

#ENDCODE

#CODEE5

Service Manager calls Fiona when there are complaints.

5 complaints received re three wards. Documentation of interaction with relatives has  
improved.

#ENDCODE

#CODEG1

3 wards have started with Patient satisfaction survey 2 sets of results so far. Now trying to  
improve out of hours service.

#ENDCODE

#CODEI2

We need to change attitudes, beliefs of RG Nurses E, F & G Grade Genontological  
Nursing Course will held. Nurses initially reluctant to take it.

Now ???

#ENDCODE

#CODEK1

Whistle blowing - "should be good". Cannot give an example. Possible whistle blow for  
nurses.

#ENDCODE

#CODEK1

Critical incidents some over reporting? Assaults - no example given except nurse "found  
on floor" recently.

#ENDCODE

#CODEK2

Increasing number of patients arriving with degree of dementia.

#ENDCODE

#CODEB4

No contact out with Regional Office.

#ENDCODE

#CODEK1

Quality manager. Takes care of Clinical Governance. No longer report to Fiona - Regular monitoring through Divisional Reviews.

Pointers for the future. 1. Intermediate care - 2. Elderly services more closely integrated - 3. Career structure improved.

#ENDCODE