Fiona Cameron

- How long in post – who in post previously? – any gaps?

- Community enabling service – impact on quality of care?

- Responsibility for RM? – Divisional reviews? – how identify trends / problems?

Impact of 11/00 stroke rehab patients?

GP's

- Out of hours arrangements? – weekend / nights?

- Any involvement in NSF work?

Docs

Impact of closure of Hasler to medical take.

Case mix = increase in complexity? ->
more specialist intervention? –
urgent transfer protocols?
out of hours.

MD

- lead for clinical governance – outline of role?
    how often does he attend divisional review meeting
        how work with ND on CG?

- DA review 98/99 more work needed to be done with
  clinical staff on openness and supporting staff
  alerting senior management of poor performance –
  what was done?

- CPD?
- R+D?
- Clinical audit? – who sets agenda

- Role in NSF?

HC SW

- awareness of Clinical Governance – attendance at
  away days?

- do incident reports include near misses?

Finance Director

- Executive director of Risk Management – how does
  this link in with MD's responsibility for clinical
  risk?

Ward Nurses

- Designated key worker system? How does it work?
- how do you involve patient / family?
- How assess risk?

- Use of risk event forms
- feedback from risk event database?

- Training in ambulance syringe drivers?

- What is done in first hour/12/24 after admission?

- How recognise depression?

- Oral hygiene care plan?

- Ward leadership

- Morale

- Lack of clinical supervision

All staff

- CPD
- How long in post?
- Open and frank discussion about concerns?
- Appraisal
- Input in audit?
- Supportive
- Communication – sufficient and timely?

Ward sisters

- How identify / act on inappropriate behaviours?

- Use of dates from clinical effectiveness department?

- Exit interview feedback?

- Nominated nutritional representative?

Service Manager

- How follow up drug errors?

Nurse Director

- Staffing levels
- Skill mix
- Rota planning?

Dir Personnel

- • Exit interviews
- • Since 1998
  - Dryad – 1 dismissal   }
  - Daedalus – 1 dismissal   } what for?
- • Bogus clinician. 2000/01 Q4 Deadalus – 1 incident