

## GOSPORT STAKEHOLDER MEETINGS

- 1 **PATIENTS, RELATIVES. MEMBERS OF THE PUBLIC & REPRESENTATIVES:** CHI team met with friends and relatives of 10 people who had been patients in Gosport War Memorial during the investigation period,) and with representatives of the CHC. In addition, we spoke to 5 relatives over the phone and received seven written submissions from relatives.
- 2 **VOLUNTARY STAKEHOLDERS:** League of Friends
- 3 **STATUTORY STAKEHOLDERS: HEALTH AUTHORITY, SOCIAL SERVICES:** Nicky Pendleton (Portsmouth Health Authority), Sarah Mitchell (Portsmouth District Council Social Services), Tony Warnes (Hampshire County Council Social Services), Betty Woodlands (Royal College of Nursing), Pat Carroll (UNISON)
- 4 **PRIMARY CARE :** John Kirtley, chief exec, Fareham & Gosport PCG. Dr Warner, Gosport LMC, Dr McKenning, Portsmouth LMC
- 5 **MISCELLANEOUS:** Local MPs

## KEY THEMES FROM STAKEHOLDER CONSULTATION

### 1 PATIENTS AND RELATIVES

- The majority of families or spouses whom we met in person were critical of the care their relatives had received at the War Memorial. However, all the written submissions, and all but one of the phone calls, from relatives were very complimentary about the standards of care at the hospital
- Relatives who were critical raised serious concerns about the standard of nursing care provided on the Daedulus and Dryad wards, particularly in the feeding of patients and help in using the toilet or commode.
- A small but significant number of patients raised concerns about drug administration, particularly diamorphine and sedatives
- Most of the relatives to whom we spoke had major concerns about nutritional matters, including the lack of assistance in eating and drinking and the failure, in some cases, to provide any nutrition

- A number of families raised concerns about the catheterisation of their relatives, questioning the necessity for it or concerned about the manner in which the procedure was carried out
- Some relatives were concerned about the humanity of care in the wards, suggesting that their loved ones were not treated insensitively
- Some relatives also complained that they had been treated discourteously or insensitively by staff

## 2 VOLUNTARY STAKEHOLDERS

- CHI spoke to a small number of local voluntary groups including the Alzheimers Society, the Motor-Neurone Association and the GWM League of Friends. They had considerable praise for the hospital and raised no matters of concern about the quality of care provided to older people by the hospital.

## 3 STATUTORY STAKEHOLDERS

- **Union representatives** had considerable praise for trust management, particularly their human resources policies. Notable achievements included family-friendly working arrangements and a comprehensive policy on helping staff who had been victims of domestic violence. There was also praise for the accessibility of senior management to unions, the openness of decision-making, the regular briefing of staff about policy changes within the trust and the provision of counselling support.
- **Social services officials:** Both the district and county council (responsible for Gosport since April 2001) considered that communications with the hospital were good, although there were concerns about lack of social service involvement in patient transfer between hospitals. Main role of county social services, and local area office in Gosport, is to facilitate discharges. Considered to be good multi-disciplinary working in developing discharge plans. Increasing shortage of nursing homes in Gosport area leading to delayed discharge from community hospitals like GWM.
- **Health Authority:** It was said that during much of the investigation period, communication between health authority and hospital tended to focus on physical facilities and activity figures (eg bed occupancy) rather than on quality of care or patient outcomes. Co-ordination between different parts of the local health economy has greatly improved over the last few years, with many examples of constructive joint working on services for older people. Priority now for health authority is reducing delayed discharges and bed blockages in both acute and community hospitals.

- **Primary Care:** CHI spoke to the chairmen of both the major local medical committees with a link to the Gosport War Memorial as well as the chief executive and chairman of the Fareham & Gosport primary care group group.. Communications between the hospital and GPs in the area were said to be generally good, particularly in arranging admission or discharge. However, there were concerns about failure to liaise with LMCs on strategic planning and complaints about consultation on the PCT. Those at the PCG were very positive about the care of older people at the War Memorial. However, GPs on the LMCs raised concerns were raised about the inappropriate use of beds in Dryad and Daedulus wards. It was claimed by the GPs that acutely ill patients, some requiring intensive care, were being off-loaded into GWM by acute hospitals facing bed shortages. GPs also gave evidence about arrangements for drug prescribing/administration and out-of-hours cover for GWM.

#### **Community Health Council**

They had dealt with 3 complaints in as many months about GWM before they stopped dealing with complaints last year. They had contacted the trust chief executive to discuss but he was not available so CHC didn't pursue inquiries. Stopped monitoring Gosport War Memorial last year although they were aware of more complaints brought to them through the citizens' advice bureau. They would have carried out a routine audit visit to GWM, particularly in light of known complaints, but decided to withdraw when the police inquiry began. Serious concerns about management of the health needs of elderly people in the local health economy and about the growing pressure on hospital beds in the area.

#### **Nursing Homes**

CHI consulted the three nursing main nursing homes in the Gosport area. All had a favourable impression of the standard of care at the War Memorial and of the arrangements made for admission and discharge. All had a good working relationship with staff on the three older people's wards.

### **3 MISCELLANEOUS**

**MPS:** CHI spoke to two of the local MPs. Neither had any concerns about the GWM. Indeed, both felt that the standard of care provided was excellent.