

## A Trust Strategic

Intermediate care and rehabilitation services - PCG

Proposals: enhanced therapy support for therapy beds  
- £50,000

Creation of post acute beds at AWMH £250,000

GWMH = 36 NHS cont care. 8 slow stream stroke beds + 22  
GP

Proposed reconfig.

Daedalus	24 comm. Rehab.
Dryad	20 cont care
Sultan	24 GP

User Involvement Framework

Undated

- Diversity Matters project?
- What are formal links with local user support groups?  
Changes to service provision should be openly advertised and support groups notified.
- Trend analysis of complaints and action plans annually.
- Implementation of weekly (?) checks with clients?
- How is framework monitored trust-wide?
- An annual report within quarter?

**Examples of positive change to improve care showing implementation of framework.**

- *The involvement of PCG's in PCT?*
- *How do they make decisions in such a complicated organisation? How do they make strategic decisions?*

## B Service Strategy

### Elderly Medicine - Services Provided

- Good practice info sharing on continuing care between St Christopher's and Peresford and links with stroke care.

### Community Hospitals

- Service Manager - Senior Nurse - Dual Managerial and nursing accountability arrangements?
- General Manager - Operational Manager - dual managerial and nursing accountability arrangements?

### NSF Steering Group TOR

- Dr Lords input?

### Fareham and Gosport Older People's Locality Implementation Group

- Stroke action plan?
- Stock take of systems used to gather feedback from users has been carried out as basis for further work - evidence?
- *What are their plans for intermediate care?*
- *To what extent is palliative care being involved at GWMH is there a nurse specialist?*
- *How do corporate policies filter through all three wards?*
- *Local policies adherence by GP's in sultan ward- What are the protocol that GP subscribe to?*
- *Who benefits from the type of care on Sultan?- What would happen to patients on Sultan if they were to become suddenly ill?*

## C Quality

### GWMH - Patient Survey Action Plan

- Tom Scannell - Skill mix review x 3 wards - outcome?  
Staff attitude raise at clinical managers meeting - outcome?

### Nursing Practise Audit

- Excellent on all 3 wards?
- *Quality of bed state?*
- *How does MRSA affect bed planning?*
- *The affect that the increase of more dependent patients has on continuing care?*
- *What are the condition of patients when they arrive at GWMH?*
- *Sultan ward is being managed differently?- Is there an US and Them feel?*

## D Staffing & Accountability

### Medical Staff Handbook

- Dr Lord and new ? Locum - when appointed?
- Why is continuing care one of the most contentious and potentially controversial part of the service?
- Cognitively able to follow programme and have condition potentially capable of recovering? - in practice how often stray from this?
- Paliative Care - @ QAH - link with GWMH

One year on: Aspects of Clinical Nursing Governance in the Department of Elderly Medicine September 2001-12-14

- Instigated as a result of high staff turnovers - improved?
- Short term bed closures - due to lack of staff - when started? Any improvements?
- Nurse consultant (stroke and Relief) - outcomes?
- Exchanging experience and skills - elderly medicine and elderly mental health - any progress?
- Senior nurse input into bed management
- Night duty - how (?) carry 24 hr responsibility for patient care - what happened before? Since when? How will role develop to meet this?
- How will essence of care benchmarks be used?
- Ward environment budgets - impact? X 2 posts introduced in August 2000
- Better planning for peak / holidays
- An audit of sources of high patient need should be undertaken? Impact?
- Any ???
- Strategy for nursing o9lder people should be developed - has it?

### Night Skill Mix Review

- Done in November 2000 therefore D Grades reg in charge of wards at night
- Why Dryad short of an E Grade Dec 1999
- Daedalus - 3 D Grades vacant - still the case?
- Which option was taken?
- Impact of any changes?
- *The use of grading systems?*
- *Rotation systems of night shifts? How has it worked practically?*

- *What is the rational behind the shift changes? How do they know how these decisions impact patient care?*
- *What is the connection between academic and practical day-to-day nursing?*
- *Training and development of support workers-NVQ?*

## E Guidelines

- *The classification of the health of the individuals transferred and admitted?*
- *Are there any differences between people coming from Queen Alexandra and Haslar?*

## F Drugs

### Prescription Writing Policy

- \* Admin of intravenous drugs pol?
- How made aware of policy
- Update since 1998?
- Impact of audit and RM?
- Weighing of Patients?
- 43 (e) what happens in practice?
  - medicines which require frequent admin should be referred to a Doctor for prescribing.
- Telephone orders - 12 hours sig. by Doctor
  - Can be accepted by registered nurse

### Pain Assessment

- Awareness of Policy
- What is local 'agreed' patient assessment method?
- How, give examples, are carers/relatives involved in patient assessment?
- 'Prescription must be written by medical staff following diagnosis of patient'?
- Use of syringe driver prescription sheet.

### Programme for updating qualified staff

- When last updated / by whom?

### Checking role for Support Worker

- HCSW - who assists with controlled drugs?
- How often refresher training given?
- Training recorded?

### Control of Admin of Medicines by Nursing Staff

- Use of controlled drugs register
- How does nurse know HCSW is competent to check drug?
- Approved list - how accessed?
- How inform doc is prescribed drug cannot be given?
- Management of drug error?
- Register of signatures?
- Was policy received in Jan 1998?
- Most current policy?

## G Communication

Training on Demand

- Take up of training?

Patient Survey

Action Plan     - Skill mix review x 3 wards  
                  - Trial of 24 hr beverage round  
                  - Staff attitude awareness cascade



## **H End of Life**

Talking with Dying Patients 1994 - 98 HCSW

- Attendance since 1998?

Loss Death & Bereavement

- Follow up outcomes/attendance with HCSW

*Who signs the cremation certificate?*

## I Supervision & Training

### Procedural Statement IPR

- Check follow up with all staff
- Check evidence of Personal Development Portfolio
- Check review/update of Job Description annually

### IPR Audit

- How bank/agency staff IPR'd
- Why fall in IPR annual rate from 87.5% (99) to 57% (00)
- Manager training in IPR?

### Introduction to GWMH (Sultan) for student nurses

### Introduction to Daedalus Ward

- MRSA
- Controlled drugs not allowed over phone but by internal post - in practice?

### Induction Training

- Take up? - Feedback?
- Receipt of staff handbook?
- Mandatory training - take up - process for ensuring?

### Clinical Nursing Development (1998)

- Who has been on programme?
- Impact on patient care/ relations?

### RCN Gerontological Nursing Programme

- Take up and impact?

### Evaluation of Clinical Supervision Activity in Nursing

- Following questionnaire, Elderly Medicine reported lowest level of satisfaction - why?
- 1999 agreement to introduce clinical supervision to all staff in 2 years - has this happened?
- Elderly Medicine one of lowest results for receipt of clinical supervision in 1999 - has this improved?

### Policy Statement - Training and Education

- How is training linked into patient care / complaints / business planning?

## J Complaints

- How are complaints linked into clinical governance framework.
- How are themes monitored
- How has trust learned?
- Who investigates - when does doc discover/told?
- What info does Board receive
- Are all complainants told of right to request an IRP?

## K Clinical Governance

### Clinical Governance Development Plan 2001/02

- How have new/emerging PCT's been involved in PHCT developments?
- PALS and Patient Forum expectations taken forward on experimental basis within Department of Medicine for Elderly? - Outcomes?
- Gerontological Nursing Programme - advisory group include patient orgs and League of Friends?
- User input into DNR policy - outcome / benefit
- What are significant achievements in Risk Management of medicines management
- Pain management policy dev from a critical incident - has this been auditd?

### Clinical Governance - Annual Report 99/00

- Role of Nurse Director in Clinical Governance?
- TB mentor with responsibility?
- How have staff been encouraged to record critical incidents/drug errors?

### Minimum Expectations from April 2000

- \* Clinical audit framework?
- Greater number of re-audits planned where practice has changed to demonstrate effectiveness? - outcomes/ examples?
- Impact of Core Key? Print outs from elderly wards.
- Policy for managing poor performance needs further work - outcome?
- Implement a system by 30/9/00 to ensure complaint follow up undertaken by ¼ by div. Reviews? How used this info?
- Framework by March 2001 to ?? patient views into service planning - was this done? Improvement

### Clinical Governance - Annual Report 2000/01

\* Attachment C

Performance indicators - discharge within 56 days of emergency admission ??? - trust performance below average - why?

Risk Management Strategy

- Reporting arrangements for clinical Risk Advisor to both MD and Quality Manager
- Role of Nurse Director in Clinical Risk?

### Medicines Management Standards

- Low scores:-
  - Accountability 65%
  - CPD 60%
  - Risk Management 70%
  - Steps to address?
  - Accountability chart - MD when?

### Trust Board Structure

- Role of Pharmacist

### Neuroleptic Prescribing in Elderly Medicine 1998/99 Audit

- Audit conclusion - that neuroleptics all not being reviewed as regularly as should be - plans to address?
- How are 6 week reminders tracked? Eg ward diary?
- Role of ward pharmacist in review?
- Possible re audit in Jan 2000? - Was this undertaken? - current plans?











