

#TEXTDianeLaw Patient Affairs Manager 10.01.02

Patient

#CODEH2

Patients money and property while here. Patients, powers of attorney - bereavement.
Issue death certificate and clothing - advisory on funeral arrangement.

#ENDCODE

#CODENC

Office downstairs

Bereavement training. PHCT - whole day workshop. Could improve / or better the process
now. Involved in policy for GP deaths.

#ENDCODE

#CODEH2

From relatives point of view last person they see, relatives seen and given info as best
possible

#ENDCODE

#CODENC

Will do a compensation claim. Laundry system, problems, as things go missing

#ENDCODE

#CODEN14

Employee of the trust

Communication, do know what's going on. Line communication very good

#ENDCODE

#CODENC

Info exchange given out monthly - divisional info too. Heads of department meeting -
attends to take minutes - because info exchange.

News item on not replacing staff.

PCT info. Given awareness training. Holiday cover works ok.