



News Release

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Local comment sought for CHI review of Hampshire Ambulance Service and NHS Direct

The Commission for Health Improvement (CHI) is seeking comment from local people as part of its assessment of Hampshire Ambulance Service NHS Trust, NHS Direct Hampshire & Isle of Wight and NHS Direct Online.

CHI wants to hear from local people who wish to talk about their experience of the accident and emergency and patient transport services in Hampshire county. CHI also want to hear about experiences – positive and negative – of the NHS Direct site, which provides 24 hour health information and advice to people in Hampshire and Isle of Wight, as well as NHS Direct Online, the website providing health information and advice to people all over England. The assessment will look at the management, provision and quality of NHS services provided by the trust and identify best practice and areas for improvement.

As well as local people, CHI will talk to trust staff, other people who care for patients, patient representatives, managers and others. All information will be treated anonymously and in the strictest confidence.

The assessment will be carried out by a trained team that includes an NHS doctor, a nurse, a clinical professional such as a paramedic, a lay person, an NHS manager and a CHI manager who coordinates the process.

Individual or small group meetings will be held on **Tuesday 6 August in Portsmouth, Wednesday 7 August in Winchester** and **Thursday 8 August in Southampton**. It is also possible to send comments by email or by post, or to discuss issues with a member of the review team over the phone. To arrange a confidential appointment or for more information phone CHI on 0845 601 3012 (charged at local rate). Send email comments to: kate.godfrey@chi.nhs.uk

At the end of the assessment, CHI will publish a report outlining what action needs to be taken at the trust.

Peter Homa, Chief Executive of CHI said: “These assessments are intended to celebrate success, address shortcomings and share good practice. We expect a great deal of learning to emerge

from the experience and want as many people as possible to contribute their views. Our aim is to conduct the assessments in a supportive and inclusive manner. That way we should all be working towards the common purpose of improving the patients' experience and providing the best possible standards of care."

During the 17 week assessment, CHI will build up a picture of what the trust is doing to ensure high quality care for its patients and where it might do more, as well as matching this picture against the perceptions of other organisations, patients and the wider public. CHI will prepare and publish a public report at the end of the assessment.

[ENDS]

Notes to Editors

- CHI is an independent body set up to help the NHS monitor and improve clinical care across England and Wales.
- CHI holds assessments (clinical governance reviews) in every NHS trust, health authority, primary care group or trust and local health group across England and Wales.
- The definition of *clinical governance* is the system of steps and procedures adopted by the NHS to ensure that patients receive the highest possible quality of care. It covers how staff treats patients, the level of information provided to patients, their involvement in decision-making, the provision of up-to-date and well supervised services and the prevention of errors and accidents.
- An assessment (clinical governance review) is not designed to investigate individual complaints. Other mechanisms such as the individual organisation's complaints procedure, Community Health Councils and the Health Service Ombudsman exist to deal with such cases.
- An assessment has three stages – preparation, visit and report and takes about 17 weeks. The approximate timetable is:
 - Week 1-7: Pre visit preparation
 - Week 8: Site visit
 - Week 9-17: Report writing and publication

General

- The Commission's management structure comprises a board with 13 commissioners and chairman, Dame Deirdre Hine
- CHI does not cover Scotland as it has its own body, the Clinical Standards Board for Scotland. The First Minister for Northern Ireland may invite CHI to undertake work at some point in the future.
- CHI's role is to undertake regular clinical governance reviews as well as hold investigations or inquiries into serious service failures. It is also responsible for studies that monitor and review the implementation of national service frameworks and National Institute for Clinical Excellence (NICE) guidance.
- Further information on CHI is available on www.chi.nhs.uk

For further information contact Annika Hellner, CHI Communications Officer on 020 7448 9364 or after hours on 07968 222010.

Alternatively, contact Louise Grocott, CHI Communications Officer on 020 7448 9482 or after hours 07973 105890.