

Updated Action Plan.

Analysis of complaints workshop

Review bleep holder

- Bleep rota has now been changed.
The senior nurse now produces the bleep rota on a monthly bases, aiming for G & F grades to hold the bleep only. To achieve this the bleep rota now includes G & F grades from OPD and DDH. This commenced on 10th March 2002, and will be reviewed at the July Clinical Managers meeting.
- Out of hours costing has been completed awaiting proposal to be written. *JP For*
Take Division Review.
- Direct lines numbers, worked well intially, but has slacked off since. Each ward has a laminated poster displaying their direct telephone numbers November 2001.
- Discussed with Clinical Managers, some felt form time consuming so all agreed to ensure a copy of their ward rotas were put in the bleep folder. November 10th 2001.

Workshop

A workshop has not been arranged, clinical managers felt that communication with relatives had improved. (CM Meeting 10/11/01)
Meetings with relatives / patients are arranged with the Doctors and Consultants at regular intervals at ward level and these discussions are documented in the medical and nursing notes.

Philip Beed has attended a communication skills workshop - 14/01/02

Code A