

Portsmouth HealthCare NHS Trust  
**MEMORANDUM**

From  
Jan Peach

Portsmouth Health Care NHS Trust

To See Distribution

Ref  
JP/svn

Received

cc ext 2264

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28 December 2001

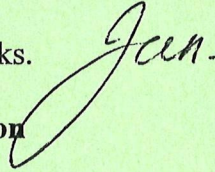
General Manager, Fareham / Gosport

**Re; Workshop 18 December 2001**

As promised, the list of questions generated from the CHI Terms of Reference have been developed and attached.

Would you please share with staff as the questions may help to generate other questions and thinking prior to the CHI visit.

Many thanks.



**Distribution**

Eileen Thomas

Althea Lord

Fiona Cameron ✓

**Code A**

Beverly Carter

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David Barker

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Angela Wilson - Nights

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# Portsmouth HealthCare

NHS Trust

## NOTES FROM A CHI WORKSHOP HELD ON 18 DECEMBER 2001

### 1. Staffing, Training and Accountability Arrangements

#### Accountability

- Who has 24 hour accountability for the ward on which you work?
- Can you describe the lines of accountability within Gosport War Memorial Hospital?  
(Who is your line manager? Who is your line manager's manager?)

#### Training

- Can you describe how you access training? - (In-house, post registration)
- How do you know you are progressing in your job.
- Do you have an individual performance review / appraisal?
- Are training issues discussed at your IPR / appraisal?
- How would you find out what training /courses were available?
- Do you know how training / education is funded?
- Who is responsible within your department for ensuring that mandatory training is up to date?

#### Staffing

- How would you know if the staffing on your ward was appropriate?
- Are agency staff used on your ward and, if so, how do you know that they are adequately trained?
- What have been the changes, if any, in your ward over the last year?
- How are staff shortages managed within your department?

### 2. Arrangements for the Administration of Drugs

- Is there a policy within the organisation for the administration of medicines?
- How are qualified staff kept up to date with changes in drugs policy, etc.?
- How would you, as the clinical manager, ensure the nurses you work with are competent to administer drugs?
- How are nurses kept up to date with issues around the administration of medicine?
- How are new staff introduced to the Trust policy on the administration of medicines?
- What other policies does the Trust have that relate to the administration of medicines?

### 3. **Guidelines and Practices followed to deliver Good Quality Care**

- What is your understanding of clinical governance in relation to delivering good quality care?
- Do you know where policies and procedures are and how you could access them?
- How do you know a particular guideline delivers good quality care?
- What are the systems within your area for disseminating good practice?
- Describe the management of a particular process, e.g. nutritional assessment/prevention and management of pressure ulcers?
- How do you know your practice is evidence based?
- How are staff kept aware of new policies and changes to practice?
- What is the role of multi-disciplinary team in the quality of care provided in your department?

### 4. **How the Trust communicates with Patients and Relatives and in particular towards the end of life**

- What training in managing bereavement / breaking bad news is available?
- How would the issues of (Not for Resuscitation) be managed in your department?
- How do you involve relatives in 'End of Life' discussions?
- How are patients / carers involved in decision making generally?
- Who decides what patients are told and why?
- Who decides and how is the decision made to stop rehabilitation / treatment?
- Who is responsible for talking with patients and relatives?
- What resources / information is available to patients and relatives at the end of a patient's life?
- Do you feel relatives are prepared well enough for the death of their loved one?
- What support is available to patients and relatives within Gosport War Memorial Hospital?
- How would patients or relatives access this?
- Do you discuss pain relief with patients and relatives?
- How would you rate communications with patients and relatives in this ward?
- Do you feel supported in your role in communicating with relatives?
- How would you break bad news at night over the telephone?

**5. How lessons from Previous Complaints have been learned and implemented**

- How many formal complaints has your ward received over the last two or three years?
- What is the process for dealing with patients complaints?
- Are you familiar with the Complaints Policy and would you know where to find it?
- Who is responsible for managing patient complaints within your department?
- In your view, what are the things that you might complain about if you were a relative or a patient on your ward?