

Issue 2

24th October 2001



Trust welcomes CHI investigation

Portsmouth Healthcare NHS Trust chief executive Max Millett today welcomed the announcement of a Commission for Health Improvement investigation at Gosport War Memorial Hospital.

Max Millett said:

“We welcome the commission’s visit & it’s review of the service we provide for older people at Gosport War Memorial Hospital”.

“To be effective, investigations such as these rely on a spirit of co-operation & openness & we will be happy to work alongside CHI to ensure that we apply whatever lessons that can be learned to further improve the service we offer.”

“The Trust has full confidence in the staff who work at Gosport War Memorial Hospital & in the excellent services they provide. We will be anxious to support them during the review process to ensure that they can contribute to it fully.”

“We hope that the CHI visit will help reassure people about the care provided today & allow us to demonstrate the progress we have made in service provision over the past two or three years.”

WHAT DOES CHI DO?

According to it’s website (www.chi.gov.uk) CHI will raise standards by:

- Assessing every NHS organisation & making its findings public
- Investigating when there is serious failure
- Checking that the NHS is following national guidelines
- Advising the NHS on best practice

CHI will be independent, rigorous & fair in its work, highlighting best practice in the NHS & encouraging others to adopt it, while not flinching from saying clearly where urgent improvement is required.

Complaints not to be investigated

CHI does not investigate individual complaints nor does it duplicate or repeat work already undertaken by professional bodies. (e.g. UKCC, Ombudsman etc) However although it will not reinvestigate complaints, it will look at what issues arose & how the Trust has learned from them.

What the investigation will cover?

The investigation will particularly look at whether, since 1998 (when the reported incident occurred) the Trust has ensured good quality patient care. It will look in detail at particular concerns:

- Arrangements for administering drugs
- Clarity of responsibility for patient care
- Transfer arrangements for patients between GWMH & other local hospitals

There are also specific elements within the service that CHI will want to look at closely:

- Staffing accountability arrangements, including out of hours
- Guidelines & practices in place to ensure good quality care & effective performance management
- Arrangements for the prescription, administration & recording of drugs
- Communication & collaboration between the Trust & patients, their relatives, carers and with partners
- Arrangements to support patients & their relatives & carers towards the end of the patients life
- Supervision & training arrangements in place to enable staff to provide effective care

In addition CHI will examine how lessons to improve care have been learnt across the Trust from patients complaints. The investigation will also look at the adequacy of the Trust’s Clinical governance arrangements to support inpatient continuing & rehabilitative care for older people .

CHI UPDATE