

16th October 2001



# CHI UPDATE

## WHAT IS CHI

The Commission for Health Improvements (CHI) was set up by the Government to improve the quality of patient care in the NHS across England & Wales. CHI started operating on 1st April 2000 & has a programme underway which aims to reduce unacceptable variations in care & ensure that every NHS patient receives a high level of care.

### PROCESS

1. Press release from CHI to local area. Hospital staff to receive individual letters
2. Trust establish a project group, consisting of
  - Medical Director
  - Nurse Director
  - Chief Executive
  - General Manager
  - Operational Director
3. Project support established to help gather information
4. CHI advertise to the general public to come forward for meetings
5. CHI contact stake holders i.e. social services / media for their input
6. CHI visit planned for Jan 2002 they will be in the hospital for a week. There is a deadline of 24 weeks to investigate and provide feedback so will all be over by April.
7. They will interview approximately 60 -70 staff who either work on the wards or are part of the MDT.

### CHI TEAM

- MANAGER FROM HEALTH SERVICE
- NURSE
- PAM
- GERIATRICIAN
- LAY PERSON
- CHIEF EXECUTIVE

### Focus

- ❖ *Quality care*
- ❖ *Policy & Procedures*
- ❖ *Communication*
- ❖ *Clinical Governance / Risk management*

### Coming soon OPEN FORUM

Being formed for all staff

TO  
TO DISCUSS CONCERN  
ASK QUESTIONS  
RECEIVE FEEDBACK

### Steering Group

#### Members

Philip Beed  
Ann Haste  
Sharen Landy  
Gill Hambin  
Patrick Carroll

Toni Scammell	Beverley Carter
Jan Peach	Rosemary Paxton-
Fiona Cameron	Gill Hindson
Eileen Thomas	Martin Cowdrey