

Terms of ref approved by CHI + Solicitors

\* quality of care generally

1998                      NOW                      future

↑ <sup>inpatient</sup> general medical record keeping food + nutrition

- \* How complaints dealt with
- \* What have we learned

Scope - Dryad / Oaedalus / Sultan.

- \* Policies + procedures - Review medicines mgmt. Pain relief.
- \* use + understanding of protocols. palliative care CPR.
- ~~record keeping~~
- ~~transfer of patients~~
- ~~food + nutrition~~
- ~~medical staffing~~

\* Communication at every level.

\* How to share outcome.

\* Clinical Governance / Risk management

# C.H.I

Julie Millar Investigating Manager

Scope - focus + issues

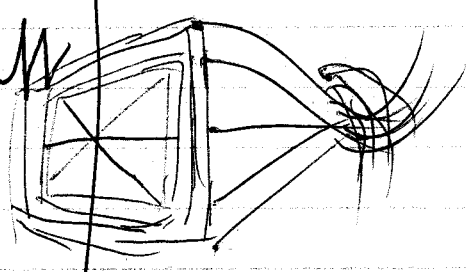
Information -

Communicate  $\frac{1}{2}$  staff

Press statement.

letter to chi  
x3 doc's

lain pol  
Actri plans <sup>IRP</sup> workshop.



lain Policy  
? audit

Records micro-filming

Turnover  
95 - 2001  
\*Charlotte.

Policy framework.  
N. leadership  
clin sup (reflective prac)  
GNP

AL  
JB  
x3 nurses  
PCG

Context