

COMMUNITY HOSPITALS THIRD QUARTER QUALITY REPORT

JANUARY 2001

Compiled by the Community Hospitals Service Lead Group 26th Jan. 01.

	ACTIONS	OUTCOMES	2001/02 PLANS
<p>COMPLAINTS</p> <ul style="list-style-type: none"> • A review of five complaints in F&G was undertaken and three themes were identified. Eating and drinking, Communications with relatives and attitudes of staff. • A review of management of a recent police investigation revealed areas for development for the organisation. 	<p>Meeting arranged with consultant and nursing staff to identify actions to address these areas.</p> <p>An action plan to deal with the results of the CPS review. A procedure to be developed to ensure lines of communication and staff and family support are co-ordinated should there be any future investigation of this nature.</p>	<p>Opportunity to look in depth at the themes and action plan from this.</p> <p>Clarity re processes and procedures to support staff and their families</p>	<p>Share results of workshop and subsequent work in community hospitals clinical network meeting.</p> <p>These action plans and procedures to be shared with participating staff.</p>
<p>RISK</p> <p>Work continues in relation to falls. A multi disciplinary working group is meeting across community hospitals.</p>	<p>A review of the times of falls has been undertaken and information shared with clinical managers. In addition an assessment tool has been developed based on current evidence and training</p>	<p>Staff awareness raised and training undertaken in relation to BP measurement, falls prevention and assessment of potential to fall.</p>	<p>This work will continue to feed into the community hospitals clinical network group</p>

	undertaken with staff.		
CLINICAL EFFECTIVENESS			
Training and development in relation to intermediate care has been high on the agenda this year	A training group was established to take this work forward ensuring training inputs were evidence based and appropriately managed.	Alert training for trainers is complete and will be rolled out to relevant staff during Feb and Mar. Training in the use of AED's is also complete and systems for use in place in all community hospitals.	The group will continue reporting to the community hospitals clinical network group. Further work to be undertaken to establish the competencies required on an ongoing basis and to determine quantity etc.
USER/CARER INITIATIVES	The Outpatient forum is currently working on a survey	The main aims of the forum is to achieve uniformity, support for each other and share good practice	The main focus for the year is to make booking systems more patient centred and accessible.
PATIENTS CHARTER	Many areas have been upgraded in year. Ward budget allocation have allowed clinical managers and staff to purchase additional equipment	Environmental improvements Improvements to the quality of equipment.	Further work will be undertaken as part of the 'cleanliness in hospital' initiative.
DIVERSITY MATTERS	Equal opportunities workshops held	Raised staff awareness	
STATUTORY/ LEGAL			
The Oak ward lift (Briarwood St Christophers) has continued to be a source of concern in relation to health and safety	All options for replacement have been considered. Estates support to episodes of malfunction are now speedy. The lift is checked by the maintenance company with increased frequency	There continue to be concerns in particular related to the door mechanism.	Work commissioned to take place Mar 01 re the door mechanism.
CLINICAL	The community	It was agreed that	Share clinical

GOVERNANCE APPROACH	hospital service lead group held an away day in Nov to determine the way forward after the 1st Apr. 2001	there need to be continued cross fertilisation across community hospitals in the transitional year at least. A set of standards was agreed in terms of clinical governance issues and these will be coordinated by the clinical network group. Standards attached.	governance standards with PCG/t's. Organise clinical network meetings 2001/2002.
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