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Dear Mr Piper

Clinical Governance Review

Following our letter dated 1 October 2003 you will be aware that Fareham & Gosport PCT has been selected to take part in the 2003/2004 cycle of clinical governance reviews. The aim of the review is to look at the effectiveness of the organisation's clinical governance arrangements and to identify both best practice and areas for improvement.

You will recall our previous letter outlined the key dates for your clinical governance review: these are repeated as appropriate within the text of this letter.

The review takes place in four phases. Phase 1 runs from now until 5 March 2004. This phase primarily involves data collection by the trust. Phase 2 starts 8 March 2004 and involves analysis of the data and information provided during phase 1. The trust will have the opportunity during the analysis and at the briefing meeting to comment on the factual accuracy of the analysis and preliminary findings. Phase 2 includes stakeholder meetings in the week commencing 29 March 2003 and a one week site visit in the week commencing 26 April 2004. In phase 3, the CHI team writes a report of the review and the PCT formulates an action plan on the basis of the findings of the review. Phase 4, in which CHI takes a minor role, covers the delivery of improvements in line with the agreed action plan and the monitoring of that delivery by your strategic health authority.

To provide you with more information we have enclosed the following:

- 1 a list of key dates for the clinical governance review
- 2 a guide to clinical governance reviews in PCTs
- 3 the role of the clinical governance trust coordinator
- 4 a mock timetable for the site visits
- 5 Note on staff surveys
- 6 stakeholder list request (and template *)
- 7 patient stakeholder involvement guidance
- 8 a letter to the district auditor *
- 9 exploring joint working with the Audit Commission
- 10 a letter for your local professional committees*
- 11 communications handbook *
- 12 a questionnaire about the PCT clinical governance arrangements *

- 13 example questionnaires for the primary care practice survey
- 14 a pre visit request for existing data and information*
- 15 guidance on phase 3 – reporting and action planning (and templates*)

* these items are also on the enclosed floppy disc

To ensure that the process runs as smoothly as possible, we would be grateful if you could nominate a member of staff to coordinate the review process on your behalf and act as a focal point. We have enclosed details explaining the role of the clinical governance trust coordinator.

The data collection begins immediately and we require most of the information by 20 February 2004. However, some information will be required by 8 December 2003, please refer to the primary care trust information/dates deadline and key dates document in the clinical governance review information manual.

As you can see from the data and information request, we are keen to collect past district audit reports. We would appreciate it if you could read the enclosed letter addressed to the district auditor and, if you are happy, sign it and send it to the auditor. Please also fax a copy to the phase 1 team on **Code A** within the next week.

Also enclosed is CHI's communications handbook, a comprehensive guide to both internal and external communications. We would be grateful if you could pass this to your communications lead.

As part of our communication with your stakeholders, we have requested information on the groups which represent the interests of the main ethnic minority populations in your local area, together with their languages needs. We have also asked your advice on how best to approach these groups to ensure we can communicate with them effectively and supply translated materials where necessary.

We would also like to invite a selection of patients to take part in the review as stakeholders. We would be grateful if your nominated trust coordinator could ensure that all general practices in the PCT collaborate with this process by writing to patients directly. The necessary guidance and materials will be sent to the trust coordinator as soon as we receive the name and contact details from you, and general practices will need to be instructed by 6 February 2004 at the latest.

We have also included a sample letter that we have drafted for you to send to your local professional committees. CHI acknowledges that these committees are valuable stakeholders and can provide important input to the review. We would encourage you to send this letter (on PCT letter headed paper) to your local professional committees within the next five days. This will allow sufficient time for them to be informed of the review before they receive information and questionnaires from CHI. Please could you also fax copies of the letters to the phase 1 team on **Code A**

We would like to arrange an initial meeting on 10 March 2004 to provide an opportunity for us to explain the review process in more detail to you and answer any queries you may have. In addition to yourself, it would be helpful if the PCTs clinical governance lead, your nominated trust coordinator, chairman, medical director, director of nursing or equivalent, director of human resources or equivalent, director responsible for allied health professionals, leads for pharmacy/dentistry/optometry, chair/representatives of professional executive committees, director of public health and head of communications could attend this meeting. On behalf of CHI, the meeting will be attended by the review manager, review coordinator, communications officer and the lead analyst.

Initially the phase 1 team will be handling any queries you may have until 8 February 2004 when the review manager starts. If you have any queries or require more information please do not hesitate to contact the team on **Code A**. A member of this team will contact you shortly to discuss the review and arrange a convenient time for the initial meeting.

We very much look forward to working with you over the coming months.

Yours sincerely

Code A

Andrea Groom
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