

Kathryn Rowles - Director of Public Health

From: Code A
Sent: 16 September 2002 16:52
To: Code A
Subject: response to reading your action plan re chi investigation

Dear Kathryn

I have read the copy of the action plan and it is certainly an extensive piece of work. I trust that you will welcome the few comments that I wish to make and questions that I ask.

Rec: 11 page 13 What communication developments with staff in community hospitals are actually in place?. I ask because the rec is for continuation in Fareham and Gosport and East Hants PCT's. In the near future I will be visiting the Community Hospitals and it would be helpful for me to assess how P.A.L.S. could fit into an existing communication development programme.

Rec: 12 page 14. I see this action as part of an implementation plan. It depends entirely on the model or programme for P.A.L.S. that the PCT chooses. Like you I view it as of paramount importance . Maybe in the New Year we could commence an ideas portfolio consulting with identified key persons driving local opinion and organizations. At least we will be ahead of any implementation "wrangles". I will take my lead from you but can do little prior to the report which is due at the end of December.

Rec: 18 page 22. Please may P.A.L.S. be included in fashioning or taking part in this training. Customer care and complaints training are not each side of a staffing model and if training is presented as such, negative connotations may subconsciously ensue. I understand that they have to understand the complaints procedure but effective customer care is so closely allied with the P.A.L.S. concept that it should be considered in the over all training programme. This is also an ideal way to introduce and educate the public (pts and relatives) on how to empower themselves .

Rec: 22 page 25. P.A.L.S. is for all staff to use no matter what their job title. It is a confidential and professional arena in which they can explore uncomfortable issues professional or otherwise. The service supports staff to reflect upon their practice and will facilitate professional growth and resolution where possible. Clinical staff may not wish to 'whistle blow' and the P.A.L.S service needs to be seen at the forefront of information gathering. I know that W.B.Policies have to be in a professional framework but P.A.L.S. could do some good work here.

Thank you for letting me have my little say and I hope that you may be able to use some of it in the future. It was an absolute pleasure to meet both yourself and Noreen recently. I left being very impressed indeed.

Best Wishes for now,

Code A