

Fiona Cameron - Director of Nursing - Clinical Governance

From: Hazel Bagshaw - Pharmaceutical Advisor
Sent: 24 June 2004 14:33
To: Fiona Cameron - Director of Nursing & Clinical Governance
Subject: FW: CHI findings tables

Importance: High

Fiona, Kathryn asked me to forward an example of Pan PCT collaborative working in community pharmacy. First of all we have the Clinical Governance forum which is very active ensuring that each pharmacy met the basic standards and now moving on to look at other issues such as "near miss" incidents and error reporting. Also, and this may be better for the press, community pharmacists have been encouraged to join the Pan PCT scheme to offer a medicines management service to care homes which includes a medication review of all the patients.

Hope this helps
Hazel

-----Original Message-----

From: Kathryn Rowles - Director of Public Health
Sent: 24 June 2004 12:30
To: Martin Combs - Public Involvement and Communications Manager; Hazel Bagshaw - Pharmaceutical Advisor; Leonard Bates - Project Facilitator; Sue Halewood - Prescribing Advisor; Lyn Wilson - Senior Health Promotion Specialist
Subject: FW: CHI findings tables
Importance: High

Dear all

Fiona has just sent the 2 attached documents - the first is a press release to support the pending CHI review Report and the second is a list where she is looking for examples of work in hand - this relates to PPI, Community Pharmacists and Water is cool.

For the latter two, I need an example or two to illustrate the work that has been done but for PPI need a couple of concrete examples of work now in hand to progress this agenda. It will make more sense hopefully when you're read the attachments. Please get back directly to Fiona to save time because a response is needed fairly swiftly. So for community pharmacy its whoever is in and can give an example. many thanks Kathryn

-----Original Message-----

From: Fiona Cameron - Director of Nursing & Clinical Governance
Sent: 24 June 2004 11:17
To: Kathryn Rowles - Director of Public Health; Diane Wilson - Operational Director; Rosemary Salmond - OT District Advisor; Nicky Heyworth - Clinical Governance Manager; Jane Parvin - Personnel Director
Subject: FW: CHI findings tables

See attached draft press release. A couple of examples are required which i am hoping you can help with and Jane can you answer the how question, (bottom of page 1)?

Many thanks.

FIONA

-----Original Message-----

From: Sue Galley - PR & Communications Manager
Sent: 22 June 2004 11:22
To: Fiona Cameron - Director of Nursing & Clinical Governance; Justina Jeffs - Clinical Governance Manager
Subject: CHI findings tables

Fiona/Justina

Further to my conversation with Justina - please find attached draft press release and also findings tables - I've included what I think are key issues and ✓ where I think we may have media interest, in anticipation of this afternoon's meeting.

I think the next stage is to look at what we think are important for staff - we can then start working on staff briefing.

Hope this is all ok with you both.

I'm out of the office from about 11.30ish but should be with you for 2pm.

Sue



119 F&G CGreview CHI Report findings
15.06.04.doc tables - F...

DRAFT

News Release

Healthcare Commission acknowledges work of Fareham and Gosport Primary Care Trust

A Healthcare Commission review of Fareham and Gosport Primary Care Trust (PCT) has found that staff are friendly and committed to providing patient focused care and that the PCT works hard to establish good relationships with its partners enabling a better approach to developing healthcare services for local people.

Ian Piper, Chief Executive of Fareham and Gosport Primary Care Trust, said: "We are delighted to have received such a positive report from the Healthcare Commission confirming much of what we knew we were doing well. One particular area, which often does not receive as much recognition as it should, is that of our staff. It is rewarding to see that an independent organisation has identified our staff as being committed and enthusiastic and that many member of the public praised the quality of care they received."

Further areas, which the Healthcare Commission found impressive about the PCT, were that community pharmacists are being supported by the PCT jointly with East Hampshire and Portsmouth City Teaching PCTs to help provide good quality patient care **[example]**. The introduction of Water is Cool in School project, which encourages local schools to provide drinking water for pupils and staff throughout the day; and the community enabling service, which provides rehabilitation and support for older people **[examples]**.

Ian Piper, added: "We very much welcome the review. It is excellent to have an independent organisation look at the organisation, see what we are doing well and highlight areas where we need to improve. We need to help those members of staff who are experiencing bullying and harassment from colleagues and from patients and relatives. The PCT has already planned a series of events, which will support staff to manage and prevent this behaviour **[how?]**. We need also to identify more ways in which we can engage patients and the public when planning and delivery healthcare services."

DRAFTAPPROVED BY (please initial)

Fareham and Gosport 
Primary Care Trust

News Release

date

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DRAFT

APPROVED BY (please initial)

The PCT will be holding an 'action planning day' on **[complete]** to which local stakeholders have been invited. This will start the process of tackling the issues which the PCT needs to address.

Copies of the Healthcare Commission's review are available from the PCT's website – www.farehamandgosportpct.nhs.uk.

[more overleaf.....]

[ends]

NOTES TO EDITOR:

1. The Fareham and Gosport Primary Care Trust was established on 1 April 2002 and is geographically coterminous with Fareham Borough Council and Gosport Borough Council, is responsible for 100 GPs in 21 GP practices with a population of around 187,000.
2. **Section about Healthcare Commission and clinical governance reviews**
3. Media enquires should be made to [insert name and title], Media & Communications Service, telephone [insert number].

Clinical Governance Review – Draft Report

Key findings:

Impressive

Community pharmacists (included in press release – need examples)

Water in School (included in press release – need examples)

CES

Positives

Good team working + staff friendly and committed and enthusiastic (included in press release)

Good relationships with general practices and pharmacies and building relationships with dentists and optometrists.

Good relationships with health and social care organisations.

More work

Supporting staff in identifying ways of engaging patients and public in planning and delivery care

Sharing learning from incidents across community and primary care

Providing care to patients that has evidence to prove it is best practice

Bullying and harassment from colleagues and from patients and their relatives (included in press release – need how?)

Activity monitoring – rather than improving patient care.

Action to be taken:

On above 'more work'

Fareham and Gosport **NHS**

Primary Care Trust

Briefing/media lines to:

From above please.

Likely media interest:

In the 'More work' section

Patient Experience:

Need to continue working with GPs to improve waiting times to see a GP.

Continue working with local health community to ensure patients can access NHS dentists.

Action to be taken:

Briefing/media lines to:

Likely media interest:

✓

Patient, User, Carer and Public Involvement:

Patient and public involvement steering group – membership of the group includes representatives from the practice managers' forum but has yet to include patient and public representatives.

Support to GPs, dentists, optometrists and pharmacists to develop systems for patient and public involvement.

Learning from complaints.

Action to be taken:

Briefing/media lines to:

Likely media interest:

✓

<p>Risk management:</p> <p>Risks to be included in the risk register.</p> <p>Sharing learning from incidents across primary and community.</p>
<p>Action to be taken:</p>
<p>Briefing/media lines to:</p>
<p>Likely media interest:</p> <p>✓</p>

Clinical Audit:

Action needs to be taken to develop a coordinated approach to carrying out audits of clinical work. Clinical audit systems and processes need to be linked to other clinical governance systems and processes, such as those for risk management and staff management.

Action to be taken:

On the above please.

Briefing/media lines to:

Likely media interest:

Clinical Effectiveness:

Action needs to be taken to ensure that there is a clear process for implement, monitoring and sharing evidence-based practice.

Action needs to be taken to promote training in developing evidence-based practice and critical appraisal skills.

Action to be taken:

For the above.

Briefing/media lines to:

Likely media interest:

Staffing and Staff Management:

Action needs to be taken to ensure that staff are aware of the process for checking renewing of registration.

Action to be taken:

The above please.

Briefing/media lines to:

Likely media interest:

Education, Training and CPPD:

Develop education strategy and annual training plan and ensure they are linked to workforce planning, relevant areas of clinical governance and PCT priorities.

Action to be taken:

Above please

Briefing/media lines to:

Likely media interest:

Use of information:

Action – use of information need to be improved to help clinicians develop services and give good quality patient care.

Action to be taken:

Examples.

Briefing/media lines to:

Likely media interest:

Strategic Capacity:

Good partnership working.

Develop medicine management strategy and prescribing monitoring framework.

Continue to develop systems and processes to ensure patients receive good quality care. Ensure systems are integrated across all primary and community healthcare services including those provided by GPs, dentists, optometrist and pharmacists.

PEC – get better involved in making sure systems and processes exist to ensure patients receive good quality care.

Continue to develop and incorporate quality indicators into its SLAs with acute trusts so that it can monitor the quality of services that the acute trust provides to patients living in the PCT's area.

Action to be taken:

Highlight specifics for partnership working.

Action next three.

Briefing/media lines to:**Likely media interest:**

✓