

Pennell

## Minutes of Clinical Managers Meeting Monday 10<sup>th</sup> March 2003

**Present:** Toni Scammell  
 Gill Hindson  
 Ann Haste  
 Sharen Landy  
 Alison Grant  
 Jessie Bell (Personnel Manager)

1. **Apologies:** Code A Philip Beed.

2. **Staff Focus**

2.1 Complaints Training – Ann Turner

Explained procedure to staff present and future plans. Discussion took place about verbal complaints and what was written on verbal complaints sheet and what ended up on contact sheets on the wards. AT happy as long as information captured. All felt additional training for ward staff required. TS to arrange times with AT. Complaint Leaflets handed out.

2.2 Risk Management Training – Caroline Harrington

Explained procedure for reporting Risk Events and discussed issues involved with reporting. Reminded staff to use Accident Book as well if staff involved and the importance of ensuring Incident Forms completed correctly and sent off within 24 hours. There is a plan this year to launch new forms, GWMH to be a pilot site, if there are any comments re: the forms used now please contact Caroline direct.

2.3 Outpatient and Medical Records – Beverly Carter

BC updated staff on the Out of Hours Procedure for obtaining medical records. The new Porters contract means that they will be able to do this once trained. Training will be taking place soon, once trained Porters will obtain notes, but it was agreed by those present that if they have any issues they will contact the Bleepholder.

2.4 Personnel – Jessie Bell

Jessie explained her role and informed staff that Jane Parvin and Code A will be moving to Fareham Reach at the end of March. JB handed out leaflet re: ~~New pay system~~, the banding system is unlikely to commence until Oct/Nov if agreed. RCN have sent out information to their members and seminars are hoping to be organised soon. If any staff needs information and belong to RCN they can speak to Sharen Landy. Unison holding seminars, dates and times have been advertised. Pay review for April is at present on hold, awaiting all 3 PCT's to agree, if agreed at a later date, will be back dated.

2.5 Recruitment and Retention

TS thanked everyone for attending Mondays meeting, which she felt was very beneficial. Also asked Clinical Managers to thank staff for their help when shifts needed to be changed at short notice. D & E grade advert out and A grade being written hopefully to be finished by end of week.

### 3. Quality Improvements

#### 3.1 Housekeepers

TS explained that she had been asked to look into this concept. Although aware of funding issue felt that the benefit for the wards would be good and tasks undertaken by HCSW would be completed by Housekeepers. A small group had already met to brainstorm a way forward and it was decided to set up a Steering Group with ward and patient representation from both Community Hospitals. TS to PB to represent GWMH – date for first meeting to be arranged. TS will update CM's in the future.

#### 3.2 Student Training

TS had a meeting with Code A to discuss improving the student's placements within Community Hospitals. TS explained proposal briefly and draft paper has been written, which TS will circulate with Minutes. Any comments please contact TS or Code A

#### 3.3 Patient information

Updated CM's on Patient Information Project for CHI Action Plan. TS explained Information Sheet for PHT, draft copy to be circulated with Minutes.

Discussed Ward Level Information, all present agreed with file and to produce a page relevant to their own individual wards. TS agreed to send out basic pack for alterations.

#### 3.4 CHI Action Plans

TS updated staff on CHI Action Plan. Minutes from meetings to be circulated.

### 4. Information

#### 4.1 Patient Surveys

TS reminded CM's Patient Surveys due.

#### 4.2 Financial Issues

TS reminded CM's it was their responsibility to meet with Code A on a monthly basis to discuss their budgets. TS to send round dates.

**Post Meeting Note:** Dates Code A at GWMH – 25<sup>th</sup> March, 29<sup>th</sup> April - more dates to follow.

#### 4.3 Job Descriptions

There appears to be some problems that new job descriptions not being sent out with adverts. TS gave out again copies of all job descriptions from A → G.

#### 4.4 HOD's

##### i. Support Services

Learning Centre aiming grand opening in June. Computers being put in end of this week. Still need a name, any suggestions please contact Rosie Paxton, prize for winning ward/dept.

Volunteers required to be Learn Direct Centre Staff. These staff would be trained to provide advice, information and guidance. They would only be called upon if there were no staff in the Centre and someone required help. Any volunteers please contact TS.

##### ii. MacLellan Domestic Contract

Equipment only to be used by MacLellan staff. Monitoring seminars to be arranged soon.

Should wards require Pest Control, request should still go via Estates.

MacLellan will order and monitor clinical waste tabs once our stock is used up.

There will now be 2 Porters on from 6 pm – 10 pm.

Copy of HOD's Minutes to be circulated to wards.

#### 5. Any Other Business

PB – difficulty getting staff on AED session. TS to speak to Code A to hold some additional sessions.

SL – holding some more ECG (basic) training sessions on:

1<sup>st</sup> May 2003 - 2 – 3 pm in Dolphin Day Hospital.

Additional training sessions on Falls being held on:

30<sup>th</sup> April 2003 - 2 pm – 4.30 pm

(Please remind night staff of this session)

Beverage Trolleys have now been funded, new trolleys for wards will arrive April.

6. Date and Time of Next Meeting – 9<sup>th</sup> April – 1 pm – 3 pm Meeting Room 1.

Toni

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