

NOTES OF F/G HOD's MEETING - held Monday 10<sup>th</sup> March 2003

## Present

Code A

Sue Hutchings

Toni Scammell

Rosemary Paxton

Code A

Code A

Code A

Code A

Beverly Carter

Geoff Saunders

Code A

Code A

Code A

Code A

Code A

Code A

Jessie Bell (Personnel)

Ann Turner (Complaints Mgr)

Caroline Harrington (Risk Mgr)

## Action

**1 Apologies/non attendees**

Code A

Code A

Code A

Code A

Code A

Code A

Code A

Code A

**2 Jessie Bell – Personnel Operational Manager** gave a brief presentation on roles.  
**List of Personnel Team** attached to minutes

**Ann Turner – Complaints Manager** reported that a Training Programme for dealing with complaints was in the planning process. She briefly went through the complaints procedure.

**Local Procedure** – all written complaints to be sent or faxed to Ann Turner and sent to Jan Peach in the first instance. F/G PCT send the written acknowledgement within 2 days.

**Verbal Complaints** – the form was discussed. The action depends on what the complaint is but all completed Verbal Complaints Forms must be sent to **Code A**

**Customer Care Training** is in the process of being looked at. Your input is required so contact Ann Turner if you have anything to say on this.

**Hampshire Ambulance** – **Code A** asked about complaints re the Hampshire Ambulance Service. The procedure is to contact **Code A** at the Ambulance Service direct and to send in completed Risk Event Form each time you have to complain about them as evidence is required for any action to take place

**Risk Events** – Caroline went through the process of reporting Risk Events. A new form is in the process of being planned and a re-launch will take place later in the year. This form will cover all 3 Trusts and a pilot will take place first.

A reminder that Risk Event Forms **MUST** be copied to Personnel and Occ Health in the case of a staff accident or injury.

**NB SECTION J MUST BE COMPLETED BY SENIOR OR SERVICE MANAGER.**

**Continuation Forms** are available.

**Riddor Forms** must be completed – address for RIDDOR Forms and ordering of Risk Event Forms details at end of these minutes.

**New Policy** to be ratified in March and will be distributed to Policy Holders.

The timescale for the Risk Event Report to reach F/G PCT is 5 days. Caroline stressed that this timescale is important as the quarterly reports may well be inaccurate if this is not adhered to.

**CRITICAL INCIDENT REPORT** – Staff are to be reminded that in the case of a Critical Incident HQ at Fareham Reach is to be telephoned and the Report must be Faxed immediately.

3 **March Briefing** – discussed

4 **Minutes of Last Meeting** – agreed

5 **Matters Arising**

Medical Records door – being done

No news on PC's for EMH Secretaries at St X's

6 **Support Services Items**

a) **GWMH**

i) **IT Suite** – progressing well. More names for the title of this are requested. Send any ideas to RP.

Once it is up and running a booking system will be in place – details will be circulated.

JP is meeting with **Code A** to look at learning systems and training packages.

Official opening will be in June 2003.

ii) **Water tanks** are being cleaned – water may be discoloured for a short time

iii) RP reiterated that jobs must not be signed off if not completed. If more than one phone call is made and different job numbers are given (for the same job ) please keep a record of this so we will not be charged more than once for one job.

iv) **MacLellan Contract** – Only their own staff are to use their equipment  
Pest Control to be booked via Estates

Monitoring Seminars will be held so that all are following one Standard

**Clinical Waste Tags** will be ordered by MacLellan once our supplies run out.

**Light bulbs** – MacLellan will be providing these.

A small vacuum cleaner would be helpful - GS has two which staff can borrow

**2 Porters** will now be on duty between 6am and 10pm

**b) St Christopher's**

- i) Kitchen equipment causing problems. Risk Event Form submitted
- ii) B'wood extension and landing completed
- iii) 2 new bank staff are likely. Vicky from Personnel to update the Bank Staff List and circulate.
- iv) New bed pan washer on order for Shannon Ward
- v) Cover for EMH secretaries still causing problems
- vi) Podiatry in St X's in May – Age Concern are wishing to hold sessions and rooms will be required. Mike Townson is organising

**c) Rowner H/C**

**Car park** will be closed for 2 weeks commencing 14<sup>th</sup> March

**Bank staff shortage** – causing problems

**Oak Park Security** are now responsible for security of Rowner H/C

**Lee H/C**

**Security Alarms** query – BB to speak with JP. Risk Assessment Form may be needed

**Out of Hours** access to be looked at because of security and keys

**Gosport H/C**

**Lift in H/C** causing problems

**d) Fareham H/C** - Car park still causing huge problems

**Portchester H/C** – drainage causing problems in car park, being looked at by a Firm of consultants.

**Fire doors** still require glazing

**Podiatry** under pressure because of staff shortages.

**7 Outpatients/Medical Records**

BC to attend Clinical Managers Meeting to discuss **out of hours access** into Medical Records. Agreed that training is needed for the Porters – BC to discuss with JW.

BC

**Waiting List Initiatives** – enquiry for use of OPD during evenings. BC to look into this and discuss with JP

BC/JP

**PAS Merge** – has been put back to take place in May and over the Bank Holiday weekend. Down time procedures need to be thought about particularly for Ward Clerks. More details and dates to follow

## 8 Personnel

**New Pay System** to be implemented November 2004. Booklets were circulated. UNISON are still balloting members, meeting dates attached. It is thought that staff on CEP will have the choice to change, new staff will be on new scheme and Whiteley will HAVE to change.

**Foundation Degree** – meeting attended and details will be circulated.

**Grading Panels** – required to be set up within the Trust. Jessie Bell will be lead and the first one will be held on 24<sup>th</sup> March. Information for this Grading Panel to be sent in before 17<sup>th</sup> March please.

## 9 CSMT

- a) **CHI Action Plan** – being pulled together and is on the Web if anyone cares to look at it.
- b) **Continuing Care Changes** – New criteria and ways of measuring and categorising patients is being looked at.
- c) **Finance** – Please ensure ALL Invoices etc are signed for payment before end of financial year  
We are £380,000 overspent at the moment across the Provider part of the Trust.

## 10 Any Other Business

- a) **Code A** – Blake queried the calorific level of food. RP and GS to discuss and report back.  
**Birthing Pool** – problem with electrical points in the room. RP to investigate
- b) **Code A**
  - i) Reported that **Oxford Weigh Hoists** have a problem with the arm. Had checked at ST X's – Managers to look at any within GWMH
  - ii) **Business Cards** – discussed
  - iii) **Membership of HODS** discussed. Clinical Managers are welcome to attend if they wish to do so.
- c) **Code A** – reported that the record storage at G Villa was in a mess. There is no room, much damp and records are still going in there. Need to identify and discuss plans for the future.  
BC to check on this and report back.

RP/GS  
RP

BB/BC

- d) **Code A** – CES move into GWMH in April. Rapid Response Service will be in place from 7<sup>th</sup> April
- e) **Code A** – **Lone Working Policy** – changes are in the process of being made where GWMH Reception and St X's (Wards) will not be involved. **Code A** to inform both when this will start. Senior On-Call Managers to take information from the On-Call folder.

**11 Date and Time of Next Meeting;**

**Monday 7<sup>th</sup> April 2.00–3.30pm in Ashwood, St Christopher's**