

**Portsmouth and SE Hants Risk Managers
Network Group**

Minutes of meeting held on Tuesday 23rd July, 2002. Small meeting room, Finchdean House, SMH.

Present: **Code A** (EHPCT), **Code A** (PCPCT), Caroline Harrington (FGPCT), Steve King (WHPCT), **Code A**

	TOPIC	ACTION
1.	Apologies: Code A	
2.	Minutes of previous meeting – agreed as a true record	
3.	<p><u>Matters arising:</u></p> <p><u>Tristel:</u> Code A reported that there had been some teething problems with the change over from Cidex. Code A had informed the community units of the change.</p> <p><u>Complaints:</u> Code A reported a trend in East Hants PCT in complaints regarding record-keeping, fluids, and poor communication.</p> <p>SK reported that links had been established with the WH Complaints Manager. Some trends had been identified linking staffing levels/vacancies with the number of complaints received.</p> <p>EH now compile a quarterly report (from Dec 01) which contains a summary of complaints, a feedback form, finance information/indicators, to include commissioning etc. Record keeping, root cause analysis and ongoing problems.</p> <p><u>CNST/CHI Reviews:</u> SK reported that WH had failed L1. When approached for an assessment, EH are planning on asking for a joint CNST/RPST assessment. F&G PCT CHI action plans are being developed and are planned to be published in September.</p> <p><u>Medical Devices:</u> Code A reported that there were still many problems relating to medical device management and training in PHT. PCT's had been in discussion with Code A (Medical Engineering) and progress was being made.</p> <p><u>Patient Information Policy:</u> Code A advised that this policy was currently being drafted and looked likely to be an extremely comprehensive document. This would be shared with the group when available.</p>	
		Code A

	<p><u>RPST:</u> [Code A] formed the group that PHT had had their assessment, which although had not been successful had been very useful during a period of change. Report not yet received.</p>	
	<p><u>Sharing Lessons Learned:</u> It was agreed that the Risk Managers Network Group would be a suitable forum for lessons around complaints/adverse incidents to be shared.</p> <p><u>Risk related policies etc:</u> [Code A] provided the group with copies of the PHT Risk Management Strategy and Adverse Event Policy.</p> <p><u>NPSA/Incident Reporting:</u> (Separate meeting is planned to discuss the new incident reporting requirements).</p>	
	<p><u>AOB:</u> None to note.</p> <p><u>Resuss status and policy:</u> [Code A] to ask [Code A] about current discharge arrangements.</p> <p><u>Violence and Aggression:</u> [Code A] will be bidding for money from the Workforce Confederation to provide training for primary care and community services.</p>	
	<p><u>Date, Time, Venue of next meeting:</u> Friday 4th October 2002, Small Meeting Room, Finchdean House.</p>	CH