

Primary Care Trust

HEALTHCARE COMMISSION CLINICAL GOVERNANCE REVIEW REPORT - ACTION PLANNING DAY - 08/07/2004

RECOMMENDATION 1 & 2	GROUP 1	11
The PCT needs to continue developing systems and	Martin Robinson	
processes to ensure patients receive good quality care. It	Fiona Cameron	
needs to ensure these systems are integrated	Jo York	
across all primary and community healthcare	Chris Kelly	The second secon
services including those provided by GPs, dentists,	Code A	
optometrists and pharmacists.	Faye Prestleton	
RECOMMENDATION 2	Martin Combs	
The Professional Executive Committee, the committee	Ann Turner	
that involves clinicians in strategic decision making,	Caroline Harrington	
needs to get better involved in making sure systems and	Ann Dalby	
processes exist to ensure patients receive good quality	David Penfold	
care.		
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FAREHAM & GOSPORT HEALTHCARE COMMISSION CLINICAL GOVERNANCE REVIEW REPORT – ACTION PLANNING DAY

PROGRAMME

09.00	Registration & Coffee	4
09.30	Welcome	Code A
09.35	The Review Process	Code A
09.45	Key Issues	Code A
10.00	Group Work	Fiona Cameron
11.00	COFFEE BREAK	
11.15	Group Work	
12.30	Group Feedback	
13.25	Closing	Code A
13.30	LUNCH	

Contact: Fiona Cameron/Justina Jeffs Contact Tel No: 01329 229419



FAREHAM & GOSPORT HEALTHCARE COMMISSION CLINICAL GOVERNANCE REVIEW DRAFT REPORT

RECOMMENDATIONS

- The PCT needs to continue developing systems and processes to ensure patients receive good quality care. It needs to ensure these systems are integrated across all primary and community healthcare services including those provided by GPs, dentists, optometrists and pharmacists.
- The Professional Executive Committee, the committee that involves clinicians in strategic decision making, needs to get better involved in making sure systems and processes exist to ensure patients receive good quality care.
- 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.
- Information systems and the use of information need to be improved to help clinicians develop services and give good quality patient care.
- The PCT needs to continue to develop and incorporate quality indicators into its service level agreements 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.
- The PCT needs to continue to develop its medicine management strategy and prescribing monitoring framework.



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Plan to develop

P.C.

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(3) Staff engagement

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GROUP 1 RECOMMENDATION 1 & 2

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The Professional Executive Committee, the committee that involves clinicians in strategic decision making, needs to get better involved in making sure systems and processes exist to ensure patients receive good quality care.

What are the key areas of action that the PCT needs to address to improve its clinical governance systems?

Key Areas For Action

- Development of systems and processes to ensure patients receive good quality care.
- Integration of these systems across community and contractor services.
- Involvement of the PEC in

You may also want to consider the following points when developing actions.

- The PCT needs to continue implementing the action plan for patient and public involvement and embed patient and public involvement at all levels of the organisation.
- The PCT should continue to develop the adverse incident form and encourage staff in primary and community care to use it to ensure a consistent approach to risk management in primary and community care.
- The PCT needs to support staff in primary care to share information about risk management activity with the PCT.
- Action needs to be taken to develop mechanisms for sharing learning from incidents across primary and community care.
- The PCT should continue to develop and support training and education opportunities for dentists, optometrists and pharmacists.
- The PCT needs to support to GPs dentists, optometrists and pharmacists to develop systems for patient and public involvement.
- The PCT needs to continue to work with staff to ensure they feel supported and protected against bullying and harassment, and monitor the impact of interventions.
- The PCT should continue working to improve safety for all staff.
- Mechanisms for coordinating and planning education and training need to be strengthened and the PCT needs to develop an education strategy and an annual training plan and ensure they are linked to workforce planning, relevant areas of clinical governance and PCT priorities.
- The PCT needs to continue working with GPs to improve waiting times to see a GP.
- The PCT needs to continue developing its workforce planning to support future service developments.



ACTION PLAN FOLLOWING A CLINICAL GOVERNANCE REVIEW - 8TH JULY 2004

Action point (Recommendation)	Objective	Action required and timescales	Constraints and/or impact of not taking the action	Accountability	Intended outcome	Monitoring	Reference
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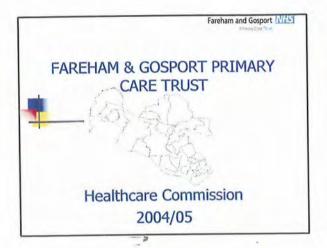


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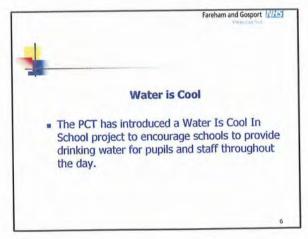




Fareham and Gosport Wis The Services We Commission, Provide or Contract WE PROVIDE WE COMMISSION Children's Mental Health **Hospital Care Adult Learning Disability** Mental Health Services **Community Hospital Care** Specialist Care **Occupational Therapy** Community Nursing Physiotherapy WE CONTRACT Family Doctors (GP's) **NHS Dentists** Pharmaceutical Services Ontometrists







Fareham and Gosport Will State Plant Care Plant

Team Development Facilitator

The PCT has jointly appointed a team development facilitator with Southampton University to help teams of clinicians develop evidence based practice and implement change. Community Enabling Service

The Community Enabling Service (CES) provides multidisciplinary rehabilitation and support for older people and takes referrals from a range of sources including self-referral.

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KEY MESSAGES

- Good team working at all levels.
- Staff are friendly and committed, their commitment and enthusiasm should ensure progress is maintained.
- Members of the public praised the quality of care they received.
- The PCT has worked hard to establish good relationships with general practices and pharmacists.

Fareham and Gosport 11/15



- Other health and social care organisations say they have good working relationships with the PCT.
- Work is required to support staff in identifying ways of engaging patients and the public.
- Systems and processes for risk management are being developed.
- Staff say the PCT's fair blame culture encourages them to report incidents.

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Fareham and Gosport Will

Fareham and Gosport



- Sharing learning from incidents across community and primary care need to be developed.
- The PCT is working towards providing evidence based care to patients. The PCT has no overall strategic direction for this work.
- The PCT is improving care by providing training and education opportunities for its staff.

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- Performance management and other systems support the management of staff.
- Some staff are experiencing bullying and harassment from colleagues/patients/relatives and events are planned to support staff to manage and prevent this behaviour.

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Fareham and Gosport Will



- Limited audits are carried out and management of these is uncoordinated.
- Staff access to technology is limited and information used to monitor rather than improve patient care.

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		Fareham and Gosport
	GROUPS	6
Recommendations	Group	Lead
1 & 2	1	Fiona Cameron
3	2	Diane Wilson
4	3	Jane Parvin
5	4	Inger Hebden
6	5	Kathryn Rowles/ Noreen Kickham
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Tot group session now will law.

1) Decide what rein means for the (Facilidaters have a list of points to consider from the report)

+ handonts have 2/3 questions will need to agree answers to.

2) Understand where PCT W

copee at 11 2nd Corp Desper 1115 - 1230

1 Identify gaps

2 Letaplan.

1230 feedbuck Will ask you to feedback Revisions.

Top 3 actions.

Next ?

writter up to acha plan. consulted on internally ,!

6 rec ns

5 Groups

Grp 1 looking all fust 2 recs.

Each Grp has an exce dur facilitating - who will capture discussions - ensure sufficient discussions + info to develop. actor plus Points to consider For delivering.

Also a tear member who is there as octube + expand To help you indepstand where the part is currently with a rainety of things