

**Caroline Harrington - Assistant Business Manager**

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**From:** Fiona Cameron - General Manager  
**Sent:** 19 December 2001 14:15  
**To:** Max Millett - Chief Executive; Eileen Thomas - Nursing Director; Ian Piper - Operational Director  
**Cc:** Peter King - Personnel Director; Reid Ian (RHU) Portsmouth Hospitals; Humphrey Lesley (RHU) Portsmouth Hospitals; Caroline Harrington - Assistant Business Manager  
**Subject:** CHI UPDATE

Caroline had occasion to ring Julie Miller today to alert her to the fact that the schedule was on its way. She also enquired as to whether the CHI team would be doing any observation work and Julie confirmed that this was their intention.

They are apparently working on a protocol for this which they will share with us when complete. They will tell us on the morning of the day in which they wish to do their observation and are particularly interested in mealtimes, handover and ward rounds. As a consequence they may re-schedule or cancel some interviews. They won't talk to patients or listen in on clinical conversations but can offer to see patients at another time if the patient wishes. Julie is apparently going to ring you Max and me re all of the above.

FIONA