

## Essence of Care

Individuals have been identified with a link role in relation to developing Essence of Care benchmarking.

These individuals meet regularly to share good practice and will be the initial comparison group for some of the standards.

## Complaints

Information on complaints is provided to the Board on a quarterly basis along with the plans for managing actions arising. Complaints are also a feature of the quarterly review process and these reviews are shared widely in the PCT and pan PCT. The PCT received 25 formal complaints in the year and was able to respond to 72% of these within 20 days.

A training package for use with frontline staff has been developed and there is a mechanism to record commendations received by services to ensure that good practice can be shared.

## Staff Focus

The PCT has established a Training and Education group that has representation from across the PCT and contractor services. This group manages the Workforce Development Confederation (WDC) allocations in line with the PCT objectives.

In addition progress has been made with:

### Improving Working Lives

The Trust achieved the Improving Working Lives (IWL) Practice stage in October 2003 and an action plan has been developed to take the PCT toward 'Practice Plus'.

### GP Appraisals

All the Principal GPs in Fareham and Gosport have had an appraisal and work is underway to identify themes for further development.

### Personal Safety Training

The PCT has identified a lead director to ensure compliance with the DOH targets. The Primary Care TARGET day in February also concentrated on this issue.

## Staff Survey

79% of staff in the PCT have a Personal Development Plan as part of their annual appraisal.

## CHI Investigation GWMH

The investigation took place at Gosport War memorial Hospital in 2002 and the resulting action plan was formally handed over to the PCT Clinical Governance Committee this year. Progress with the action plan is well advanced and the Clinical Governance Committee will continue to receive quarterly reports. In 2005/06 it is intended that ongoing developments relating to the investigation report will form part of the annual clinical governance development plan. There have been a number of specific achievements against the action plan in the last year.

### Clinical Pharmacy

A Clinical Pharmacist has been appointed at GWMH to provide a day-to-day pharmacy and advice service to the wards.

### Swallowing Assessment Training

A second programme to train qualified nurses to undertake detailed swallowing assessment with patients who have suffered a stroke is in development.

### Activity Coordinator

An activity coordinator has been appointed to the continuing care ward at GWMH to provide diversional activities for patients.

## Leadership Strategy and Planning

The clinical governance framework enables all staff to see how clinical governance is managed and monitored within the PCT. All service areas within the PCT have generated their own clinical governance development plans and there is a clear process for reporting progress through the Community Service Reviews and quarterly Board Reports.

Innovation Through Staff Development'; a 'Strategy for Nurses, Allied Health Professionals And Psychological Therapists' has been developed and published and was