



Ms. Richards,
Please find enclosed an information
sheet, Terms of Reference and
leaflets for your telephone
interview with Julie Miller
at 2.00pm 14th December

WITH COMPLIMENTS

Regards
Kellie Rehill.

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INVESTIGATIONS AND INQUIRIES

An overview

NOVEMBER 2000

INTRODUCTION

The Commission for Health Improvement (CHI) was set up by the government to improve the quality of patient care in the NHS across England and Wales. CHI started operating in 1 April 2000 and has a programme underway which aims to reduce unacceptable variations in care and ensure that every NHS patient receives a high level of care. The patient's experience is at the heart of CHI's work.

One of CHI's four statutory functions is to conduct investigations into serious service failures in the NHS. These failures may be a breakdown of processes and standards, a pattern of incidents which are of widespread public concern or other issues that remain unresolved through other reviews or investigations.

WHAT IS AN INVESTIGATION?

An investigation is an in-depth examination into the causes of service failure.

Investigations:

- ◆ involve patients, staff and stakeholders
- ◆ provide opportunities for staff to talk to the CHI team
- ◆ have teams which are multi-professional and include lay members

AIM OF AN INVESTIGATION

A CHI investigation aims to improve patient care and to make recommendations to restore public confidence in the NHS.

CHI will establish the cause of failures in the NHS by looking at individual as well as organisational practices. In an investigation, CHI will draw attention to areas that are failing and make recommendations to ensure that improvement is achieved. The investigators organisation's regional office in England or the National Assembly for Wales will ensure the recommendations are implemented.

CHI will publish a report on the investigation findings and recommendations, which will be made public and available on CHI's website.

REQUESTING AN INVESTIGATION

CHI investigates serious service failures in the NHS when requested by the Secretary of State for Health in England and the National Assembly for Wales and will carefully consider other requests. CHI can also decide to investigate where it thinks it has sufficient information for it to do so.

CHI does not investigate individual complaints. The appropriate professional regulatory bodies, individual organisation's complaints procedure, Community Health Councils and the Health Service Ombudsman exist to deal with such cases.

RELATIONSHIPS WITH OTHER INVESTIGATIVE BODIES

Investigations and inquiries are often conducted by other organisations within the health sector including the NHS Executive, the NHS Directorate in Wales and the General Medical Council. These procedures will continue to operate when there is a failure in health care.

CHI cannot address every instance of individual and organisational failure. In most cases, local investigative processes including those involving the NHS Executive, Regional Offices or the National Assembly for Wales will be completed before CHI is asked to conduct an investigation.

In time, CHI will set standards on how to undertake high quality investigations and inquiries.

DISCIPLINARY FUNCTIONS

CHI was not granted disciplinary functions in the Health Act of 1999. CHI does not have the powers to remove or replace any member of NHS staff, management teams or board members.

INVESTIGATION TEAMS

The Medical Director and the Director of Nursing of CHI are responsible for investigations. They provide leadership, advice and guidance to the investigation team.

The Investigation Manager is a full-time CHI employee experienced in investigation work. The manager supports their team throughout the investigation.

The investigation team members' skills and experience are matched to each investigation. A lay person will always be included on the team.

Apart from the Investigation Manager and lay person, investigation team members will usually work in the NHS.



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COMMISSION FOR HEALTH IMPROVEMENT
COMISIWN GWELLA IECHYD

Commission for Health Improvement

An introduction

Introduction

The Commission for Health Improvement (CHI) was set up by the Government to improve the quality of patient care in the NHS across England and Wales.

For many years the standard of care offered by the NHS in England and Wales has varied greatly. It varies between hospitals, between departments in the same hospital and between general practices. CHI is one of the Government's reforms to address this variation.

In October 1999, the Prime Minister described CHI as "the boldest step yet" in the Government's programme to modernise the NHS. CHI started work on 1 April 2000 with a programme to make sure that every NHS patient receives the same high level of care. The patient's experience is at the heart of CHI's work.

CHI will monitor and improve the quality of patient care by carrying out clinical governance reviews. CHI will visit every NHS trust and health authority, which includes primary care groups, local health groups and general practices, in England and Wales on a rolling programme. CHI will base its findings on evidence and not opinion.

CHI also investigates serious service failures in the NHS when asked to by the Secretary of State for Health in England and the National Assembly for Wales. It will also carefully consider requests from other people and organisations.

Over time, CHI will develop expertise to help NHS staff and organisations improve their services.

CHI's principles

CHI's commissioners have agreed on six operating principles, CHI will:

- put the patient's experience at the heart of its work
- be independent, rigorous and fair
- use a developmental approach to help the NHS to continuously improve
- base its work on the best available evidence, focusing on improvement
- be open and accessible
- apply the same standards of continuous improvement to itself that it expects of others

What is clinical governance?

This refers to the quality of health care offered within an organisation.

The Department of Health defines clinical governance as a framework through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish.

In essence, it is about making sure that health services provide patients with high quality and high standards of care.

The challenge

CHI's task is extremely demanding. It has to meet the high expectations of the public and politicians and be accepted as credible and fair within the NHS. It has to balance its review activities with its response to requests for investigations - the 'elective' and 'emergency' elements of its work. CHI will need to forge good working relationships across the NHS and with the public and other organisations.

Studies

CHI monitors how the NHS is meeting recommendations laid down by the National Service Frameworks and the National Institute of Clinical Excellence (NICE). The first study is a review of cancer services which will be published in summer 2001.

Investigations

CHI responds to requests from individuals and organisations which are seriously concerned about the quality of services within an NHS organisation.

You can find out more from CHI's website or in the investigations and inquiries leaflet available from the address on the back of this leaflet.

Leadership

CHI will lead, review and help NHS healthcare to improve by acting as an adviser on 'best practice' and problem solving. As CHI learns from its clinical governance reviews it will be able to spread good practice throughout the NHS.

Leadership of CHI

CHI's management structure comprises the Commission, with 14 commissioners, chaired by Dame Deirdre Hine.

The Commission members are:

Lay members

Janet Beyleveld
 Professor Sir Martin Harris CBE
 Anthony Hewson OBE
 Ann James CBE
 Professor Julian Le Grand
 Melinda Letts
 Nick Partridge OBE
 Museji Takolia

Clinical members

Professor Ian Cameron CBE
 Dr Sam Everington OBE
 Professor David Kerr
 Stephen Moss
 Professor Charles Vincent

CHI's Directors are:

Chief Executive - Peter Homa CBE
 Policy and Development (and Deputy Chief Executive)- Jocelyn Cornwell
 Communications - Matt Tee
 Finance and IT - Steve Hopkins and Mervyn Fermer
 Human Resources - Harry Hayer
 Medical - Dr Linda Patterson MB FRCP OBE
 Operations - Steve Graham OBE
 Nursing - Liz Fradd
 Research and Information - Gwyn Bevan

More information about CHI's Commission Board can be found on CHI's website or in the who's who leaflet available from the address below.

Further information

For further information about CHI please visit our website at www.chi.nhs.uk



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 Tel: 020 7448 9200 Fax: 020 7448 9222 Web: www.chi.nhs.uk
 Report orderline: 0870 600 5522 Text phone: 020 7448 9292

Term of Reference



Gosport War Memorial Hospital
Final TOR 18.10.01

1. Concerns have been raised with CHI about the quality of patient care for older people at the Gosport War Memorial Hospital. These concerns include the following:
 - (i) Arrangements for the administration of drugs
 - (ii) Transfer arrangements for patients between the Gosport War Memorial Hospital and other local hospitals
 - (iii) Responsibility for patient care
 - (iv) The culture in which care is provided

2. As a result, in September 2001 CHI decided to undertake an investigation into the management, provision and quality of healthcare for which Portsmouth Healthcare NHS Trust is responsible at the Gosport War Memorial Hospital.

3. The investigation will look at whether, since 1998, there had been a failure of trust systems to ensure good quality patient care. The investigation will focus on the following elements within services for older people (inpatient, continuing and rehabilitative care) at Gosport War Memorial Hospital.
 - (i) Staffing and accountability arrangements, including out of hours.
 - (ii) The guidelines and practices in place at the trust to ensure good quality care and effective performance management.
 - (iii) Arrangements for the prescription, administration, review and recording of drugs.
 - (iv) Communication and collaboration between the trust and patients, their relatives and carers and with partner organisations.
 - (v) Arrangements to support patients and their relatives and carers towards the end of the patients life
 - (vi) Supervision and training arrangements in place to enable staff to provide effective care.

4. In addition, CHI will examine how lessons to improve care have been learnt across the trust from patient complaints.

5. The investigation will also look at the adequacy of the trusts clinical governance arrangements to support inpatient continuing and rehabilitative care for older people.

Note:

Gosport War Memorial Hospital is managed by Portsmouth Healthcare NHS Trust and will become part of a Primary Care Trust (PCT) in April 2002.

Gosport Investigation Information Sheet

Introduction

The Commission for Health Improvement (CHI) is undertaking an investigation into the provision and quality of the care provided to older people at the Gosport War Memorial Hospital, which is managed by the Portsmouth Healthcare NHS Trust. This *Information Sheet* has been written for people living and working in the area (including NHS staff and patients) to inform them about:

- The Commission for Health Improvement (CHI)
- What CHI is investigating
- How the CHI Investigation Team will work
- How you can contact the CHI Investigation Team

The Commission for Health Improvement (CHI)

The Commission for Health Improvement was set up in April 2000, reporting directly to the Secretary of State for Health in England and the National Assembly in Wales. Its role is to advise the NHS on improving the quality of patient care. One way CHI does this is by investigating matters of public concern in the NHS. It is for this reason that an investigation is taking place at the Gosport War Memorial Hospital.

How the CHI Investigation Team will work

The CHI Investigation Team includes a doctor specialising in elderly medicine, a nurse director experienced in elderly care, a senior NHS manager, a lay person, a therapist and two CHI investigation managers. CHI employs the investigation managers but other members of the team come from the NHS and community outside of the Portsmouth area.

During the investigation, we will meet local people, medical, nursing and other staff to discuss patient services. The team will have background information about these services beforehand, for example, professional standards staff work to and information available for patients.

What is CHI investigating?

We are looking at the services provided by the Gosport War Memorial Hospital for the rehabilitation and continuing care of older people from 1998 until the present day. This care may have been received in Daedalus, Dryad or Sultan wards and will have involved at least one night's stay in hospital. We will investigate the systems for

Information Sheet

providing such care. The full terms of reference are available on the CHI website or can be obtained by contacting CHI.

We are interested in meeting local people about their experience, or views of, the services for older people who have received care at the hospital. We call these stakeholder meetings.

How can people talk to the CHI team?

People can talk to the CHI team by:

- Asking to meet us. There will be an opportunity to do this on either Wednesday 21 November, Thursday 22 November or Friday 23 November 2001. We will be spending time in both Gosport and central Portsmouth and will try to offer you the most convenient location. Your travel costs and any care costs will be reimbursed.
- Invitation. Medical, nursing and all other staff groups involved in caring for patients will be invited to meet us and will be contacted directly. Most of these meetings will take place during the week of 7 January 2002.
- By writing to or telephoning the CHI Investigation Manager (see below for details).
- Arranging for us to meet with your group or voluntary organisation.
- Completing the *questionnaire* attached to this *sheet* and returning it to the freepost address below by 26 November 2001.

How you can contact us

To arrange an appointment, to send comments, or to request more information please contact Kellie Rehill, CHI Investigation Coordinator.

- By post to -
Commission for Health Improvement
FREEPOST, LON 15399, LONDON EC1B 1QW,
- By telephone on 0845 601 2238 (charged at local rate) – we will ring back at your convenience
- By e-mail on [julie.miller@chi.nhs.uk] or [kellie-anne.rehill@chi.nhs.uk]
- For background information, you can also try our CHI website at www.chi.nhs.uk

How we will report your views

The report will be made available to people meeting the CHI Investigation Team or by request. The report will be published on CHI's website. Any comments made by people meeting the investigation team will be reported in a way that the person making the comment cannot be identified.

Information Sheet

Making a complaint about NHS services

CHI cannot investigate individual complaints. While we are interested to hear your experience, you might find it helpful to obtain more information about making a complaint about the NHS from:

Sue Frogley Project/Patient Liaison Manager Trust Central Office St James Hospital Locksway Road, Milton Hampshire, PO4 8LD 02392 894378	Portsmouth Community Health Council (CHC) has an information pack available on request to help you make a complaint about the hospital. The CHC's number is 02392 383 832
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