

Other Document Form

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D264

Title FAX From MARY STRATTON RE POLICY STATEMENT

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Receivers instructions urgent action Yes/No

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Statement readers instructions

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Further action no(s)

Code A

Indexer

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2-OCT-2002 14:32 FROM:

TO: 902380674057

P: 1

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Date: 2nd October 2002

Subject: Policy Statement

Pages: 2

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POLICY STATEMENT

2ND OCTOBER 2002

GOSPORT WAR MEMORIAL HOSPITAL,
INFORMATION LINE 0845 602 4116

The Strategic Health Authority commissioned NHS Direct to run a designated, manned Gosport War Memorial Hospital information line, number 0845 602 4115 on its behalf from Friday 20th September to date. It was decided to close the information line on a holding basis, i.e. that it could be reinstated rapidly if necessary in the near future because the enquiries appeared to have tailed off.

The closure has been discussed with DCC Ian Readhead, Alan Pickering Chief Executive, Fareham and Gosport Primary Care Trust, and Sue Galley, Communications Manager. Information about the closure has also been given to DS Owen Kenny.

To date, 36 callers giving contact details, have telephoned the information line, the largest number of enquirers being on Saturday 21st September, and Wednesday 25th September. There was only one caller on Thursday, and one on Friday the 26th and 27th September and no callers on Monday or Tuesday 30th September, 1st October, requesting information.

The information line number, will carry a message redirecting callers to a Strategic Health Authority designated answer-phone. NHS Direct is able to offer this messaging service but not an answer-phone service on the information line number.

The answer-phone message will request callers to leave their contact details so that Mary Stratford, Partnership Manager, or a colleague can return their call as soon as possible.

Mary Stratford and any colleagues responding to callers will use the script already in use for Health Authority callbacks.

Code A

Partnership Manager,
Hampshire and IOW Strategic Health Authority,

2.10.02

Chair: Peter Bingham
Chief Executive: Gareth Cruddace