

ANALYSIS OF COMPLAINTS WORKSHOP ACTION PLAN

PROPOSED ACTION	BY WHOM	WHEN	EVALUATION <i>nov 01</i>
Write up discussions	FC	16th March 2001	<ul style="list-style-type: none"> <li>• Achieved</li> </ul>
Workshops to be arranged for staff. Question - 'what would/does good communication with relatives look like?'	JP/AH/PB/JH/SL/GH/TS	End May 2001	<ul style="list-style-type: none"> <li>• Not yet achieved - now agenda item for Clinical Manager meeting 10.11.01 (agenda to be forwarded)</li> </ul>
Review Bleep Holder problems/issues	JP/TS/CMs	End March 2001	<ul style="list-style-type: none"> <li>• Meeting with Cms held (minutes forwarded)</li> <li>• Number of telephone calls logged - form not fully completed</li> <li>• A &amp; C review for weekend bank hols reception cover highlighted - costed at £10,952 per annum</li> <li>• Funding to be agreed this will release senior nurses to clinical duties rather than reception tasks.</li> </ul>

			<ul style="list-style-type: none"> <li>• Direct line numbers implemented initially very good slackened off recently.</li> <li>• Form designed to enable snr nurses. on call to know levels of staffing and issues across the hospital. Need to revisit as would enable more efficient use of staff and effective management before calling in agency/bank staff</li> </ul>
Patients/relatives survey	TS/AL	End March 2001	<ul style="list-style-type: none"> <li>• Surveys completed quarterly June/October Action plan drawn up.</li> </ul>
Establish working group	JP/TS/AH/PB/JH	End March 2001	<ul style="list-style-type: none"> <li>• Attempted to incorporate into Action Learning - group disbanded as AL part of GNP. Group will form part of Clinical Managers from Nov. 01</li> </ul>

31/10/01