

TS  
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# Portsmouth HealthCare **NHS**

NHS Trust

## Clinical Manager's Meeting - Monday 12th November 2001 - 1 pm - 3 pm Small Meeting Room GWMH

**Present:** Toni Scammell  
Fiona Walker  
Philip Beed  
Ginny Day  
Sharen Landy  
Ann Haste

1. **Apologies:** Fiona Nunn  
Gill Hindson

2. **Provisions for Ward Areas**

Geoff presented the new Ward Provision List to those present (copy with Minutes) - also presented Action Plan of Catering Meeting held on 7th November 2001

- Food Handling Refresher training being set up for January.
- Redesigning forms for check temperature of fridges and food.
- Guidelines being produced to be kept with temperature charts.
- Clinical Managers responsibility for ensuring patients food stored in fridges is kept in date.
- Catering Supervisor to monitor Patient Satisfaction of Food at ward level on monthly basis.

3. **Support Services Issues**

Rosemary Paxton was unable to attend, TS presented her items:

- 2.1 Please can thank you letters be written to League of Friends, if not already done so, for items bought by them.
- 2.2 Sunday Service is now broadcast to wards via headphones.
- 2.3 When Porters come to remove a body from the ward, can wards please "let down" air mattresses.
- 2.4 Request from Porters please, when requesting linen from Porters can this be done when 2 Porters are on and before the OPD alarm is on i.e. up to 8 pm. There will be a small amount of linen kept in Dolphin Day Hospital's linen room.

**Action**

	<u>Action</u>
2.5 Coded Door Lock to be put on the double doors entering OPD Dept. Any concerns speak to Rosemary Paxton.	
<b>4. <u>Improving Communication with Relatives</u></b>	
All present felt communication had improved with patients and their relatives. All communication with relatives are documented stating, who spoke to and by whom and a summary of what was said. Contact of relatives is now clear in the documentation especially if NOK not to be contacted first.	CM's
<b>5. <u>Patient Survey Action Plan</u></b>	
TS presented the 2nd quarter Patient Survey and discussed the Action Plan. TS also gave out the individual ward feedback which is to be cascaded to ward staff and individual Ward Action Plans to be established by December 2001.	CM's
<b>6. <u>Last Offices Check List</u></b>	
Feedback only from PB - reminded others for feedback ASAP. When all feedback received TS will send out final draft for comments.	TS/AH/ GH
<b>7. <u>HCSW Training</u></b>	
As discussed with Maureen Mills at last meeting, Manpower Stats show lack of HCSW training. TS suggested a rolling programme for 2002 and all asked to provide:-	
a. What individuals would be willing to teach b. What HCSW want c. What Clinical Managers feel HCSW's need	
Information to be sent to TS ASAP so she can produce a programme.	CM's
<b>8. <u>Any Other Business</u></b>	
8.1 24 accountability - due to night skill mix Fiona Walker had now become a Senior Staff Nurse on Sultan. All Clinical Managers now have 24 accountability those present stated it was on their Job Descriptions already.	
8.2 TS highlighted the importance of cascading information down to their ward staff, there had been recent issues that ward staff were not aware of.	

Action

- 8.3 Continuing Care Transfer Information - this had been produced by the Continuing Care Forum. TS felt it may be useful for wards to use when receiving patient information from the transferring wards. Clinical Managers took away to discuss with own staff.
- 8.4 ECG Requests - it was agreed that these request forms should be kept with the ECG machines.
- 8.5 Harassment and Bullying Policy - Personnel have just produced this Policy and are now starting Awareness Sessions for staff. Personnel are working on 3 sessions per ward lasting half a day - max 10 staff per session. PB agreed to start the roll-out programme in late January 2002.
- 8.6 Blood Fridge now in Dolphin Day Hospital
- 8.7 AH raised concerns that patients are being transferred to Sultan while they await a bed on Daedalus. TS to speak to Jan Peach on her return.
- 8.8 FW asked if she was required to attend Clinical Manager's Meeting in future. Those present felt if they were unable to attend a future meeting, they would contact her to represent them.
9. Date and Time of Next Meeting - Monday 10th December 2001 - 1 pm - 2 pm - Small Meeting Room GWMH