



# News Release

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## CHI reviews community health services in south east Hampshire and calls for public comment

The Commission for Health Improvement (CHI) is calling for local people to talk about their experiences of GP and other community healthcare services as part of three routine inspections taking place in Portsmouth, Fareham and Gosport and East Hampshire.

Portsmouth City Teaching Primary Care Trust (PCT), Fareham and Gosport PCT and East Hampshire PCT are being reviewed by CHI and are responsible for providing local GP, dental, pharmacy and optometry services, as well as community health services such as family planning, physiotherapy and district nursing. CHI will also review mental health services provided by Portsmouth City PCT.

The two inspections, known as clinical governance reviews, are part of a rolling programme that will involve a CHI team visiting every NHS organisation in England and Wales. This phase of the inspection will take around 17 weeks, at the end of which two reports, one for each PCT, will be made public detailing CHI's findings. As part of these reviews, CHI will look at the management, provision and quality of services provided by the PCTs.

Local people, staff and other organisations can discuss their experiences of their local community healthcare services with CHI at individual or small group meetings on **30 March in Fareham, Havant and Port Solent**; on **31 March in Cosham, Petersfield and Gosport**; and **1 April in Portsmouth**. Please note that these are not open meetings. As they are strictly confidential, appointments must be made. To make an appointment, send comments or for more information, phone CHI on 0845 601 3012 (charged at local rate), or email [yourviews@chi.nhs.uk](mailto:yourviews@chi.nhs.uk) quoting the name of the general practice or PCT you are calling about.

The inspections will be carried out by a trained team that includes a doctor, a nurse, a clinical professional such as a therapist or a pharmacist, a lay person, an NHS manager and a CHI manager who coordinates the process.

CHI Chairman Dame Deirdre Hine said: "The patient's experience of care lies at the heart of CHI's work. We aim to improve standards of care by focusing on the experience of those using the NHS. We want the NHS to see itself as the patients see it. Sometimes that process will be an uncomfortable one, but it is vital if we are to provide a better service."

Jocelyn Cornwell, Acting Chief Executive of CHI said, "CHI's focus is the experience of those who use the NHS and our aim is to bring about improvement to healthcare across the board. Our inspection will look at how well services are organised, whether patients are treated with dignity and respect and whether environments are clean and safe. We will highlight areas of good practice, but will also identify areas where improvement is needed."

While this review is being initiated by CHI, on April 1 it will be carried out by the Commission for Healthcare Audit and Inspection. CHI will cease to exist on March 31, 2004. CHI will be replaced by the Commission for Healthcare Audit and Inspection (CHAI), which will also replace the National Care Standards Commission (in respect of private and voluntary healthcare) and some functions of the Audit Commission (in respect of national studies of efficiency, effectiveness and economy of healthcare). More information at [www.chai.org.uk](http://www.chai.org.uk)

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#### Notes to Editors

- A routine inspection (clinical governance review) is not designed to investigate individual complaints. Other mechanisms such as the individual organisation's complaints procedure, community health councils and the Health Service Ombudsman exist to deal with such cases.
- An inspection has three stages – preparation, visit and report and takes about 17 weeks. The approximate timetable is:
  - Week 1-5: Pre visit preparation
  - Week 8: Site visit
  - Week 9-17: Report writing and preparation for publication
- CHI is an independent body set up to help the NHS monitor and improve clinical care across England and Wales. CHI's role is to undertake regular inspections (clinical governance reviews) as well as hold investigations into serious service failures. It is also responsible for studies that monitor and review the implementation of national service frameworks and National Institute for Clinical Excellence (NICE) guidance, as well the national staff survey and patient survey, national performance ratings of NHS organisations and national audits of child protection arrangements.
- The definition of *clinical governance* is the system of steps and procedures adopted by the NHS to ensure that patients receive the highest possible quality of care. It covers how staff treat patients, the level of information provided to patients, their involvement in decision making, the provision of up to date and well supervised services and the prevention of errors and accidents.
- Further information about CHI is available on [www.chi.nhs.uk](http://www.chi.nhs.uk)

For further information on the reviews, contact Ali Lawlor on 0207 448 0868/ Code A