

Code A - Complaints & Litigation Manager

From: Code A temp4f&g
Sent: 25 September 2002 08:43
To: Code A
Cc: Code A - Complaints & Litigation Manager; Fiona Cameron - Operational Director
Subject: RE: DRAFT SCRIPT FOR CALLING BACK

Sensitivity: Confidential

I just have one or two thoughts nothing very contentious but perhaps worth throwing in the pot!

1) The telephone number for Complaints at PCT is 01329 229408 but she is only part time and callers may be asked to call another number if she is not available.

2) I am not sure we should be promoting the action group but I suppose that may not be a bad thing. Should the PCT telephone number be there as well as the HA number. I am aware that it may be sensible to have one coordination point but it seems to me that the coordination between the PCT and HA has to improve, into a partnership in this whole episode.

3) Do we have from the first call the exact relationship of the person calling to the deceased if it is a deceased patient. If not we could have nosy callers/ or the press using the line and getting information that they should not have.

4) Is the right word used in that the PCT would be happy to receive the complaint. Though I cannot think of a better word.

Code A

-----Original Message-----

From: Code A [mailto:Code A]
Sent: 24 September 2002 18:09
To: Code A
Subject: DRAFT SCRIPT FOR CALLING BACK
 Importance: High
 Sensitivity: Confidential

To:

Code A

Code A

REPLY REQUESTED BY NOON ON WEDNESDAY 25 SEPTEMBER 2002

Dear colleagues

The 20-30 callers to the Gosport War Memorial Hospital Information Line have been advised that someone will ring them back within a week. This means that some calls need to be made on Friday of this week to provide this promised update.

The key issues that appear to be arising are:

(1) People wishing to review medical records

Could they not send these people the appropriate form for sending back to us.

SUGGESTED ACTION: We ring them back and offer to put them in touch with the relevant people at Fareham and Gosport Primary Care Trust in order that these arrangements can be made.

QUESTIONS: Does this seem a reasonable approach? If so, what operational arrangements need to be in place to make it happen? Does the draft wording of the script seem OK / what changes need to be made?

(2) People having made an informal complaint possibly wanting this pursued through the formal complaints procedure SUGGESTED ACTION: We ring them back and offer to put them in touch with the relevant people at Fareham and Gosport Primary Care Trust in order that these arrangements can be made. This would additionally include the relevant Complaints Office telephone number.

QUESTIONS: Does this seem a reasonable approach? If so, what operational arrangements need to be in place to make it happen? Does the draft wording of the script seem OK / what changes need to be made?

- (3) The request by Hampshire Constabulary to have contact details of people who may have information relevant to the ongoing investigation SUGGESTED ACTION: We ring them back and ask permission to pass their contact details to Hampshire Constabulary.
QUESTIONS: Does the draft wording of the script seem OK / what changes need to be made?

- (4) A group of relatives has organised themselves into Action Group. We could offer callers details of how they can contact the Action Group.
SUGGESTED ACTION: We ring them back and offer contact details for the Action Group.

QUESTIONS: Does this seem a reasonable approach? Does the draft wording of the script seem OK / what changes need to be made?

- (5) It may be that appropriate organisational arrangements cannot be agreed in time for us to call people back within one week with confirmed arrangements.
SUGGESTED ACTION: We have a "holding script" to make contact with people within a week. We confirm that we will be in contact again soon.

QUESTIONS: Does this seem a reasonable approach? Does the draft wording of the script seem OK / what changes need to be made?

Finally, I must emphasise that this is an early draft so any comments, criticisms, brickbats etc. are encouraged as we need to ensure that this is handled as sensitively as possible. I would also be grateful if someone (Sue?) could pass this by the relevant PCT people dealing with complaints and access to medical records for their thoughts.

With many thanks for your help

Kind regards

Adrian Osborne
Communications Manager
Hampshire and Isle of Wight Health Authority

Code A