

JEMMY ONLY. J ✓



**PATIENT ADVICE AND LIAISON
CONTACT INFORMATION**

Ref: 410	Date: 09.07.04	Method: REFERRED FROM AGE CONCERN (e.g. telephone/fax/e-mail/in person)
PALS officer: JH	PCT: FIG	Name of service query relates to EMH

Enquiry received from:

1. Name: Code A	Caller information
	Telephone: Code A
	8. Home: Code A
2. Address: Code A	9. Work:
	10. Mobile:
	11. Other:
3. Gender:	
4. Calling on behalf of another person? (Yes/No)	12. Address, telephone no of other person if <u>different from above</u>
5. Ethnic Origin	
6.(Name of other person and relationship) Code A	
7. DOB of other person Code A	
Hospital No:	
How did you find PALS info:	

Permission Status:		
Not required: <input checked="" type="checkbox"/>	Required: <input type="checkbox"/>	Received: <input type="checkbox"/>

Enquiry (Area of concern – eg Specialty, GP, Staff, Other)

CARE OF FATHER. DAZED INCANUSION. CAREER SUPPORT.
Code A NEEDS ACCURATE AND SPECIFIC INFORMATION.

QWM: **Code A**

Breakdown of concern: (e.g. Waiting times, home visit – GP practice problem, etc)
 (or specified needs, eg. Blind person/deaf person)
CONSULTANT = DR DAVID - PHYSIO GERIATRICIAN S/W - Code A

FATHER CAT 1 CONT CARE COLLINGWOOD. ON WAITING LIST FOR SUMMERVALE
 MULTI CONCERNS RE: FATHER. CAN MOVE TO SUMMERVALE BE EXPEDITED.

PLAN:
 SPEAK WITH MARY MOTTERAM **Code A** SENIOR NURSE SPECIALIST ✓ 09.07.04.
 SPEAK WITH S/W ✓ 12.07.04. TECHNICALLY NO LONGER INVOLVED IN CARE.
 USE BRIDGETTE HOWES IF NECESSARY.

ORGANISE A MEETING BETWEEN **Code A** MARY MOTTERAM, WARD MANAGER AND
 FATHER TO GIVE CLIGHT AN OPPORTUNITY TO EXPRESS HIS CONCERNS. THE AIM IS
 TO PRODUCE AN ACTION PLAN AS A TOOL TO RESPOND OPERATIONALLY TO ISSUES.
Code A CUNLIFF BE COMPLETELY INVOLVED IF HE WISHES OR AS LITTLE AS HE WISHES

Follow up information:

Further Action required? <input checked="" type="radio"/> Yes, <input type="radio"/> No	If YES, what action? SEE PLAN
Refer to Other Service? <input checked="" type="checkbox"/>	If YES, which service EMH.

1. Date Contacted: 09.07.04	Who Contacted: MARY MOTTERHAM	Action required: To establish back ground and ask her to develop a personalised action plan
2. Date Contacted:	Who Contacted:	Action required: From a meeting Code A SAR IS 3RD ON LIST FOR SUMMERVALE AND THE MOVE CAN NOT BE EXPEDIATED EVEN THOUGH THIS MAN IS USED
3. Date Contacted: 12.07.04	Who Contacted: SOCIAL WORKER	Action required: ELDERTY. SHE WILL LIAISE WITH MARY FOR INFORMATION PURPOSES BUT WILL NOT BE INVOLVED BECAUSE OF LAINY'S SUPP ASSESSMENT
4. Date Contacted: 13.07.04 13.07.04	Who Contacted: Code A MARY MOTTERHAM	Action required: IS FOR HEALTH ONLY. SUGGESTED A MEETING. HE HAS AGREED. TO LET HER KNOW SO SHE CAN
5. Date Contacted: 20.07.04	Who Contacted: Code A	Action required: ORGANISE THE MEETING. MEETING FOR TUESDAY AUG 3rd 10-30. GWMM.
6. Date Contacted: SEE E MAILS + CONT SHEET.	Who Contacted:	Action required:
7. Date contacted:	Who Contacted:	Action required

Resolution achieved? Yes/No/Part	If YES, Date:	Brief description
Comment: "I THANK YOU JENNY, YOU HAVE GIVEN ME CONFIDENCE TO FACE THESE PRESSURES"		

If required was written consent asked for? Date:	If YES, was written consent received: Date
Lessons Learned?	

Signed: Date:

PATIENT ADVICE AND LIAISON SERVICE

CONTINUATION SHEET FOR USE WITH DATABASE FORM
FOR ADDITIONAL INFORMATION

Ref No:

Please list below any additional details (eg waiting information from someone; waiting to contact someone) which are relevant to the ongoing case, together with any dates.

03.08.04. MEETING AT GWMH. TIME: 1 HOUR.

PRESENT: **Code A** - CLIENT
JENNY HAZEE PALS CO-ORDINATOR
MARY MOTTERAM SENIOR NURSE SPECIALIST EMH
 (ACTING WARD MANAGER (SOON TO BE MANAGER))
LESLEY MERRY
AILEEN MASON CPM FOR **Code A** SNR.

Code A SPOKE FRANKLY AND AT LENGTH ABOUT ISSUES THAT CONCERNED HIM, SIGHTING EXAMPLES. THE FOLLOWING ARE KEY AREAS THAT WILL INFORM THE DEVELOPMENT OF AN ACTION PLAN. HOWEVER IT IS UP TO MARY AND LESLEY TO TAKE THIS FORWARD WITH **Code A** INCLUSION.

- ISOLATION FELT BY **Code A**. SOLE CARER AT HOME. HIS ENTIRE FOCUS IS USED UP ON PARENTS. HIS MOTHER IS UNABLE TO MANAGE ALONE. FINANCIAL ISSUES / IMPLICATIONS.
- INFORMATION NEEDS TO BE CURRENT, ACCURATE AND GIVEN REGULARLY. POOR FEEDBACK ON WARD ABOUT EVERYTHING.
- WARD POLICY ON SOILED LINEN AND INFECTION CONTROL EXIST BUT NEED REVISITING
- WHEELCHAIR MAINTANCE NON EXISTENT.
- STAFF ATTITUDE POOR. EXAMPLES GIVEN. TOO FAMILIAR.
- VARIABILITY OF FATHER'S MOBILITY.
- MEDICATION INFORMATION / SIDE EFFECTS / UPDATES [WHY CHOSEN].
- THERE HAD NEVER BEEN A FAMILY MEETING.
- LACK OF INSTRUCTION / INFORMATION ON WHAT IS EXPECTED OF FAMILIES.
- CARER INCLUSION OR LACK OF IT.

03.08.04. I WROTE TO **Code A** TO THANK HIM FOR COMING TO THE MEETING. SEE EMAIL TO MARY MOTTERAM.
 10.08.04 TELEPHONED CLIENT TO ELICIT FEEDBACK FOLLOWING MEETING. VERY PLEASED THIS MEETING HAD BEEN CALLED. FELT HE HAD BEEN

CONT OVER

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CONTINUATION SHEET FOR USE WITH DATABASE FORM FOR ADDITIONAL INFORMATION

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Please list below any additional details (eg waiting information from someone; waiting to contact someone) which are relevant to the ongoing case, together with any dates.

GIVEN A "GOOD HEARING". REMAINS DISAPPOINTED THOUGH DUE TO KNOWING HOW DIFFICULT STAFF ATTITUDE IS TO ALTER. WE DISCUSSED ALLOWING MARY MOTTEHAM AND THE WARD MANAGER TO TACKLE THE CONCERNS THROUGH AN ACTION PLAN. THIS TOOL WOULD ALLOW HIM TO EVALUATE IMPROVEMENTS HE HAS AGREED BUT IS IMPATIENT FOR IMPROVEMENTS ACROSS THE BOARD. WE DISCUSSED WHAT HE MAY WISH TO CONTRIBUTE TOWARDS PATIENT LITERATURE FOR NEW PATIENTS AND FAMILIES. HE WILL CONSIDER THIS.

10.08.04 MARY MOTTEHAM NOT AVAILABLE SO WILL TRY HER AGAIN THIS WEEK.
11.08.04 MARY E MAILED ME HER ACTION PLAN.

BOSCOY SPOKE TO COLLINGWOOD WARD MANAGER LESLEY MERRY. SHE HAS DECIDED TO ALLOW **Code A** 15 MIN DAILY FOCUSED DISCUSSION TIME TO KEEP HIM INFORMED AND INVOLVE HIM IN DECISIONS. THERE IS A FAMILY MULTI DISCIPLINARY MEETING COMING UP TO DISCUSS THE RE ASSESSMENT OF **Code A** SAR. CURRENTLY NO LONGER FOR SUMMERSVALE BUT A NURSING HOME. **Code A** LEFT A MESSAGE ON MY ANSWERPHONE BUT WHEN I RETURNED CALLED 2 NO RESPONSE. I HAVE LEFT A MESSAGE FOR HIM ON COLLINGWOOD TO SAY I WAS AWARE HE WANTED TO SPEAK WITH ME.

18.08.04 **Code A** TELEPHONED THIS AFTERNOON. GENERAL WORRIES ON MATTERS RELATING TO HIS FATHER'S REASSESSMENT. HAVE SUGGESTED HE SPEAKS DIRECTLY WITH LESLEY MERRY WARD MANAGER. HE INTENDS TO FEEDBACK TO ME NEXT WEEK.

17.08.04. CONTACTED **Code A** TO LET HIM KNOW MY PERIOD OF AIL. LESLEY MERRY HAS OFFERED PERSONAL QUALITY TIME TO **Code A** EACH TIME SHE IS ON DUTY. **Code A** HAS ACCEPTED THIS OFFER.

SEPT 15th 04 CLIENT HAS FEWER CONCERNS. APPRECIATED THE 'QUALITY TIME' FACILITY OFFERED BY WARD MANAGER. ALSO HIS FATHER NOW HAS A PRIVATE ROOM. OCT 5th 04 SPOKE WITH MARY MOTTEHAM AS TO ACTION PLAN PROGRESS. SHE IS CONFIDENT THAT IT HAS IMPROVED MATTER FOR BOTH CLIENT AND STAFF AND WILL CONTINUE TO EVALUATE PROGRESS AGAINST THE ACTION PLAN. I AM TOLD THAT CLIENT IS MORE COOPERATIVE AND RELAXED.

17.08.04. CLIENT HAPPY TO CHOOSE OPE. "MEETING WAS HELPFUL-USEFUL, THANKS"
OPE CLOSED. 05/10/04 **Code A**

Jenny Hazel - PALS Co-Ordinator

From: Jenny Hazel - PALS Co-Ordinator
Sent: 19 July 2004 11:05
To: Mary Motteram - Clinical Nurse Specialist
Subject: RE: PALS

Mary,

I have tried several times today to 'catch'you to arrange a date but to no avail so wondered if the following dates may be of use for our meeting:

- 2pm onwards Monday 26/07/04
- 3.30pm onwards Wed 28/07/04
- Anytime Mon 02/08/04
- Anytime Tues 03/08/04
- Anytime Wed 04/08/04 BEFORE 3pm

Please advise me if any of these will be suitable.I will then confirm with the client or you can as you may see him first.

Thank you,
 Jenny H.

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

From: Mary Motteram - Clinical Nurse Specialist
Sent: 16 July 2004 13:24
To: Jenny Hazel - PALS Co-Ordinator
Subject: RE: PALS

Hi Jenny I think the initial meeting should be just the four of us, as Code A seems to be changing his mind daily. He now feels that it would be good for Dad to stay put, on Coll. until placement. Talk to you soon. Mary

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

From: Jenny Hazel - PALS Co-Ordinator
Sent: 15 July 2004 12:49
To: Mary Motteram - Clinical Nurse Specialist
Subject: PALS

Mary,

Our client has agreed to a joint meeting and i shall be present. However the S/W feels that technically she is out of the picture having done her job and i have to respect that. Do you think a meeting with the Ward Manager, yourself, the client and myself is sufficient.? May i leave you to ponder this and if you have someone else in mind who may be able to contribute to an action plan(possibly someone in your field who is not involved) then please advise me. I would like this meeting to be soon. I shall not be in the office until Monday so hopefully we can sort out matters next week.

Thank you,
 Jenny.H.

Jenny Hazel - PALS Co-Ordinator

From: Mary Motteram - Clinical Nurse Specialist
Sent: 22 July 2004 09:40
To: Jenny Hazel - PALS Co-Ordinator
Subject: RE: PALS

Hi Jenny I will be there and will arrange a room off the ward. I will advise Pam who will bring Code A to the meeting.
 Thanks Mary.

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

From: Jenny Hazel - PALS Co-Ordinator
Sent: 20 July 2004 13:10
To: Mary Motteram - Clinical Nurse Specialist
Subject: RE: PALS

Mary,

The meeting is on for August 3rd-Tuesday at 10.30-11.30hrs. One of us will meet/collect our client from Collingwood and take him to the venue. I have told him that you, the Collingwood Manager and myself will be present. If you think any one else would be useful to the cause please invite them but advise me. I have asked that he writes down his key points as we need to be focused within an hour time constraint. We will feedback to the client in whichever format supports his concerns e.g. action plan as you suggested or whatever he feels he can reliably access. I have told him that although this will be an informal meeting we are still wanting resolution even if this is phased. I trust that this is suitable for your professional needs as well. Please confirm the above and once again thank you for your support,
 Regards,
 Jenny

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

From: Mary Motteram - Clinical Nurse Specialist
Sent: 20 July 2004 10:25
To: Jenny Hazel - PALS Co-Ordinator
Subject: RE: PALS

Look forward to hearing from you. Mary

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

From: Jenny Hazel - PALS Co-Ordinator
Sent: 19 July 2004 13:01
To: Mary Motteram - Clinical Nurse Specialist
Subject: RE: PALS

Mary,

I am unable to contact our client currently so will try tomorrow. I will offer him both dates and certainly would prefer a morning appointment, say 10.30hrs to 11.30hrs but with an inbuilt over run of 30minutes. Does this suit you?. A venue away from the ward would be preferable to prevent the client's distraction. When i have contacted the client i will confirm which date.
 Thank you,
 Jenny.

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

From: Mary Motteram - Clinical Nurse Specialist
Sent: 19 July 2004 11:41
To: Jenny Hazel - PALS Co-Ordinator
Subject: RE: PALS

Hi Jenny The following dates will be fine for me - 3 and 4 th August anytime - can i leave you to confirm time etc., with Code A? We can meet either on Col. or I can find a mutual place. i think we should set time boundaries, so the meeting doesn't drift - what do you think? Mary

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Thank you,
Jenny.H.



Patient Advice and Liaison Service (PALS)
Room 13 - Second Floor,
East Hants Primary Care Trust,
Raebarn House,
Hulbert Road,
Waterlooville,
Hants PO7 7GP

Code A

Dear **Code A**

Thank you for attending the meeting at Gosport War Memorial Hospital today. I hope that you felt it to be of benefit and that you were listened to with consideration.

Mary Motteram and Lesley Merry will of course be talking ^{with} to you further about issues raised and looking to you for your unique perspective on such matters as information for families. The next stage is a working document that they will produce called an action plan and this ensures lessons learned will be incorporated into practice.

Thank you for the opportunity that you have afforded the NHS to reflect and review its practices. We welcome concerns being raised because it supports our focus on what needs to improve.

You can of course contact me at any time.

Yours Sincerely,

Jenny.Hazel. PALS Co-ordinator

Maurice Bennett S/M.

Action Plan
(Following Meeting held on 03.08.04)

Concern	Analysis of Concern	Action by	Comments
Communication	<ul style="list-style-type: none"> • Contact with ward staff • Attitude of ward staff • Ward leaflet needed • Medical access • Medication update • Family Meeting needed • Update on medical / physical issues • Family to be informed of discharge process from CPN service 	<ul style="list-style-type: none"> • Lesley Merry • Lesley Merry • Mary Motteram • Ward Doctor • Trained Nurses • Mary Motteram • Mary Motteram • Aileen Mason 	<ul style="list-style-type: none"> • Being developed by working party, including service user, for all the trust areas. • To be made aware of Code A concerns • To be made aware of Code A concerns • Dr Daoud informed of family's wishes. Code A to be reassessed from 09.08.04, due to change in mental health problems. Code A updated 10.08.04, by telephone. Family meeting to be held following review. • Ward Dr. asked to see Code A a.s.a.p. • Pathway to be distributed to family, PALS and ward team

Jenny Hazel - PALS Co-Ordinator

To: Mary Motteram - Clinical Nurse Specialist
Subject: PALS

Mary,
I spoke to our client yesterday and was interested in his feedback. Please will you contact me on my direct line:

I shall be available until 12.30hrs on Friday morning.

Thank you,
Jenny

Jenny Hazel - PALS Co-Ordinator

From: Mary Motteram - Clinical Nurse Specialist
Sent: 04 August 2004 12:12
To: Jenny Hazel - PALS Co-Ordinator
Subject: RE: PALS

Jenny will pull together the action plan asap and will certainly send you a copy. Thanks for your help in this matter.
Mary

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

From: Jenny Hazel - PALS Co-Ordinator
Sent: 03 August 2004 15:17
To: Mary Motteram - Clinical Nurse Specialist
Subject: PALS

Mary,

Thank you for organizing today's meeting, it went very well. The attachment is the letter i have sent our client in response to the meeting. I would appreciate either you or Lesley informing me of progress and i will expect to have a copy of any action plan for the file. Please will you pass on my thanks to Lesley and Aileen the CPN for the crucial part they played.

Once again thank you, your professionalism and prompt response have been welcome.

Regards,

Jenny << File: Code A.doc >>

Jenny Hazel - PALS Co-Ordinator

From: Mary Motteram - Clinical Nurse Specialist
Sent: 19 August 2004 12:29
To: Jenny Hazel - PALS Co-Ordinator
Subject: RE: PALS

The Action plan is not just a piece of paper - we will work on it. Have a good holiday speak to you on your return.
Mary

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

From: Jenny Hazel - PALS Co-Ordinator
Sent: 18 August 2004 10:11
To: Mary Motteram - Clinical Nurse Specialist
Subject: PALS
Importance: High

Mary,

Yesterday I spoke with our client and he appears to remain concerned about issues such as the loss of his Father's clothing (he mentioned this at the meeting) and the change in circumstances with regard to his Father. However he is pleased about the dedicated time offered to him by Leslie Merry when she is on duty. I believe this should go a long way to helping him deal with feelings of isolation, in so much that he will be kept up to date and be able to respond at the time, as opposed to later when decisions have been made.

He indicated that he would like longer to digest the care plan and certainly issues remain with 'attitude' from some staff. I would not like him to have the impression that your action plan is just a piece of paper and not a working tool to address his concerns. I have discussed with him that he has to let the staff work with the action plan and some aspects will take longer than others.

I am on A/L now until 01/09/04. I would appreciate feedback upon my return. Thank you for all your hard work with this case.

Regards,
Jenny