

Message

From: Ward, Ursula [Code A]
Sent: [Code A]
To: Watling, Jeff [Code A]
[Code A]
Subject: RE: CHI Investigation - War Memorial Hospital

no wind of anything at all. It would be helpful if you could send me the SLA for my info. It may well be that we might have to do some work with them as you would expect from any big review but I do not think we need worry about anything.

Ursula Ward
Director of Nursing & Midwifery
Ext. [Code A]

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

From: Watling, Jeff
Sent: 20 June 2002 15:12
To: Ward, Ursula
Subject: RE: CHI Investigation - War Memorial Hospital

Thank you for your e-mail concerning the above. Your questions are quite specific and not directly related to the conversations I had with the panel members. Does this mean that you have wind of a specific recommendation concerning service level agreements?

I would very much welcome detailed service level agreements with each division in PHT and with PCTs. We negotiated SLAs with directorates and PHCT care groups between 1992 and 1997 but it was very hard work because nobody (other than pharmacy was the slightest bit interested).