

## Response to Recommendations of CHI Report dated July 2002 - Hampshire Primary Care Trust

	Recommendation	Narrative	Board reports/minutes to support
1	<p>The Fareham and Gosport PCT and East Hampshire PCT should work together to build on the many positive aspects of leadership developed by Portsmouth Healthcare NHS Trust in order to develop the provision of care for older people at the Gosport War Memorial Hospital. The PCTs should ensure an appropriate performance monitoring tool is in place to ensure that any quality of care and performance shortfalls are identified and addressed swiftly..</p>		<p>F&amp;G Trust Board report (Pt 1) 27 Nov. 2002. F&amp;G Trust Board (Pt 1) 26 March 2003. Notes of GWMH CHI Implementation Group 2002 - 2005 (including monitoring reports) . F&amp;G Clinical governance Committee minutes 30 January 2004.</p>
2	<p>The Fareham and Gosport PCT and East Hampshire PCT should, in consultation with local GPs, review the admission criteria for Sultan ward.</p>		<p>Notes from Sultan Ward Steering Group, 1/10/08. Sultan ward business case May 2008. Admission criteria Dec 06. Admission and discharge protocol. Ambulance admission criteria for Sultan Ward. Service spec for Sultan Ward. Minutes of APAC for SE Hants 21/05/08 and 18/06/08</p>

3	The East Hampshire PCT and Fareham and Gosport PCT should review all local prescribing guidelines to ensure their appropriateness for the current levels of dependency of the patients on the wards.		Hampshire PCT Trust Board minutes, Paper PCT08/036. Policy for the Control, Prescribing, Supply & Administration of Medicines.
4	The Fareham and Gosport PCT should review the provision of pharmacy services to Dryad, Daedalus and Sultan wards, taking into account the change in case mix and use of these wards in recent years. Consideration should be given to including pharmacy input into regular ward rounds.		Hampshire PCT Trust Board minutes, Paper PCT08/036. Policy for the Control, Prescribing, Supply & Administration of Medicines.
5	As a priority, the Fareham and Gosport PCT must ensure that a system is in place to routinely review and monitor prescribing of all medicines on wards caring for older people. This should include a review of recent diamorphine prescribing on Sultan ward. Consideration must be given to the adequacy of IT support available to facilitate this.		Hampshire PCT Trust Board minutes, Paper PCT08/036. Policy for the Control, Prescribing, Supply & Administration of Medicines.
6	The Fareham and Gosport PCT and East Hampshire PCT, in conjunction with the pharmacy department, must ensure that all relevant staff including GPs are trained in the prescription, administration, review and recording of medicines for older people.		Hampshire PCT Trust Board minutes, Paper PCT08/036. Policy for the Control, Prescribing, Supply & Administration of Medicines.

7	All patient complaints and comments, both informal and formal, should be used at ward level to improve patient care. The Fareham and Gosport PCT and East Hampshire PCT must ensure a mechanism is in place to ensure that shared learning is disseminated amongst all staff caring for older people.		F&G PCT Truat Board minutes 26 March 2003, Complaints Policy approved.Hampshire PCT Trust Board minutes, Paper PCT08/036Complaints Policy approved.
8	Fareham and Gosport PCT should lead an initiative to ensure that relevant staff are appropriately trained to undertake swallowing assessments to ensure that there are no delays out of hours.		PHT
9	Daytime activities for patients should be increased. The role of the activities coordinator should be revised and clarified, with input from patients, relatives and all therapists in order that activities complement therapy goals.		PHT
10	F&G PCT must ensure that all local continence management, nutrition and hydration practices are in line with the national standards set out in the <i>Essence of Care Guidelines</i> .		PHT
11	Both PCTs must find ways to continue the staff communication developments made by the Portsmouth Healthcare NHS Trust.		PHT?
12	Within the framework of the new PALS, PCTs should, as a priority, consult with user groups and consider reviewing specialist advice from national support and patient groups, to determine the best way to improve communication with older patients and their relatives and carers.		
13	The provision of out of hours medical cover to Daedalus, Dryad and Sultan wards should be reviewed. The deputising service and PCTs must work towards an out of hours contract which sets out a shared philosophy of care, waiting time standards, adequate payment and a disciplinary framework.		

14	The Fareham and Gosport PCT and East Hampshire PCT should ensure that appropriate patients are being admitted to the Gosport War Memorial Hospital with appropriate levels of support.		PHT See recommendation 2.
15	Fareham and Gosport PCT should ensure that arrangements are in place to ensure strong, long term nursing leadership on all wards.		
16	The Fareham and Gosport PCT should develop local guidance for GPs working as clinical assistants. This should address supervision and appraisal arrangements, clinical governance responsibilities and training needs.		
17	Fareham and Gosport PCT and East Hampshire PCT should ensure that the learning and monitoring of actions arising from complaints undertaken through the Portsmouth Healthcare NHS Trust quarterly divisional performance management system is maintained under the new PCT management arrangements.		
18	Both PCTs involved in the provision of care for older people should ensure that all staff working on Dryad, Daedalus and Sultan wards who have not attended customer care and complaints training events do so. Any new training programmes should be developed with patients, relatives and staff to ensure that current concerns and the particular needs of the bereaved are addressed.		
19	The Fareham and Gosport PCT and East Hampshire PCT must fully embrace the clinical governance developments made and direction set by the trust.		

20	All staff must be made aware that the completion of risk and incident reports is a requirement for all staff. Training must be put in place to reinforce the need for rigorous risk management		F&G PCT Trust Board minutes 26 March 2003, Recording & Revising Risk Events Policy and Risk Management Policy approved . F&G Clinical Governance Committee minutes, 3 December 2003
21	Clinical governance systems must be put in place to regularly identify and monitor trends revealed by risk reports and to ensure that appropriate action is taken.		F&G TF&G Trust Board minutes 28 January 2004, Risk Management Strategy approved.
22	The Fareham and Gosport PCT and East Hampshire PCT should consider a revision of their whistle blowing policies to make it clear that concerns may be raised outside of normal management channels.		F&G PCT Trust Board minutes 26 March 2003, Whistleblowing Policy approved .