

Organisation	Name	Title	Landline	Mobile	Email
Portsmouth Hospitals NHS Trust	Patricia Radway	Head of Governance	02380 9228 6000 x 1288/7700/1288		patricia.radway@porthosp.nhs.uk
	Lesley Humphrey	(now left NHS) formerly Divisional General Manager for Medicine for Older People			lesleyh1@sky.com
Hampshire PCT	Toni Scammell	Modern Matron			Scammell, Toni (HPCT-SE)
	Mary Deeks	Project Officer	023 8062 7695	07989 946484	mary.deeks@hampshirepct.nhs.uk
Portsmouth City Teaching PCT	Justina Jeffs	Associate Director of Governance	023 8092 684834	07515189384	justina.jeffs@ports.nhs.uk
Hampshire Partnership NHS Trust	Catherine Watson	Information Governance and Litigation Manager	023 8087 4338		catherine.watson@hantspt-sw.nhs.uk

Watson Catherine

From: Jolly Allan
Sent: 12 December 2008 13:27
To: Watson Catherine
Cc: Le Good Martin
Subject: RE: customer care training (GWMH deaths)

Catherine


These are the only records we have. Therefore if we have never known of a course nor received attendance sheets then we are, unfortunately, unable to evidence it

I've tried also to answer your specific questions (*red*)

What I am looking for is:

1. Has anyone within OPMH F&G locality received customer care training (if that is its proper title)? *See above – if it was developed or delivered locally or localities used their own funds for external courses we would not know about it.*
2. Was the training developed with users and carers? *Members of the PD & T Team and users and carers of MH services so in this sense yes – formally no*
3. Who within that locality has attended complaints training (if there is such a course)? *See above*
4. Do we have any specific training available to staff in helping carers and relatives cope with bereavement? If so, anyone from the locality trained? *No, we don't have a remit to train carers and relatives although for 4 years we offered, informally, the opportunity for people to attend our courses. We still do but now external staff need to pay. Not sure what is happening locally or via RAISE through Barbara Evans as part of the LA provision to AMH only.*

Best Wishes



Allan Jolly
Head of Personal Development & Training
Development & Training Centre
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Please use NHSmail address for all personally identifiable data and notify me through Outlook of it's transmission. allan.jolly@nhs.net

Remember: you can check availability of courses, book on-line and access your personal training record via our website www.training.hantspt.nhs.uk

From: Watson Catherine
Sent: 12 December 2008 11:16
To: Jolly Allan
Cc: Le Good Martin
Subject: RE: customer care training (GWMH deaths)

Thanks Allan. This is helpful in having a summary of all the training provided to that locality but it does not

22/12/2008

give me the evidence I am seeking in respect of Customer Care training –or am I wrong/missing the information within the spreadsheet?

What I am looking for is:

1. Has anyone within OPMH F&G locality received customer care training (if that is its proper title)?
2. Was the training developed with users and carers?
3. Who within that locality has attended complaints training (if there is such a course)?
4. Do we have any specific training available to staff in helping carers and relatives cope with bereavement? If so, anyone from the locality trained?

I look forward to hearing back from you.

Best wishes

Catherine Watson
Litigation and Information Governance Manager
Hampshire Partnership NHS Trust
Maples, Tatchbury Mount, Calmore, Southampton,
SO40 2RZ
Tel: 023 8087 4338
Available: Mondays to Thursdays only

From: Jolly Allan
Sent: 11 December 2008 15:47
To: Watson Catherine
Cc: Le Good Martin
Subject: RE: customer care training (GWMH deaths)

Catherine

Here is a copy of all training for staff at GWMH – please filter as desired. Anything else I can help with?

Best Wishes

Allan

Allan Jolly
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From: Watson Catherine
Sent: 11 December 2008 13:02

22/12/2008

To: Jolly Allan
Cc: Le Good Martin
Subject: RE: customer care training (GWMH deaths)

Dear Allan

I hope you may be able to assist me with some information I need for the Health Authority.

Back in the late 90s there were a number of older persons patient deaths at Gosport War Memorial Hospital. These were subject to an extensive police investigation and subsequently CHI investigated and reported.

The Portsmouth Coroner is holding inquests into ten of those deaths next March. I am part of a pan-Hampshire group who are helping the Coroner prepare for his investigation and we have all been asked to update the CHI action plan which was put in place in 2002 following their review of the situation. HPT is probably less involved than Hampshire PCT and Portsmouth Hospitals but we all need to play along and provide the Strategic Health Authority with the reassurances they are seeking (none of our staff are being called as witnesses).

There is one specific recommendation where I'd appreciate your help.

The recommendation states:

"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."

Although the recommendation states it is for 'both PCTs', we are being asked to provide a response if it is relevant to our service. Given that the Trust has recently commissioned some customer care training, I thought it wise to consult you about how we might respond. Can you tell me how many OPMH staff within the F&G locality have had the training and if the training was developed with users and carers. Do we have any specific training for staff about bereavement? Any information you can provide which will help to put 'flesh on the bones' would be much appreciated.

I'm copying to Martin as I'm hoping to speak to him on Friday about a number of the other recommendations and thought it would be helpful for him to know that I am consulting with you on this one.

I'm not in the office on Friday or Monday, best time to get me by phone is Tuesday am 10.30 to 1.00pm or on Thursday 18th via 023 8087 4338.

If you feel able to respond my email, please do so but clearly very happy to chat things through if you prefer.

Best wishes as always

Catherine Watson
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From: Watson Catherine
Sent: 11 December 2008 12:20
To: Johnstone Mandy

Subject:
Catherine Watson
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22/12/2008

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