

Jackson, Angeline

From: Deeks, Mary </O=BAS EXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN= [Code A]>
Sent: 19 November 2008 10:59
To: [Code A] Humphrey Lesley - Divisional General Manager; Watson, Catherine (HantsPT-SW); [Code A] Long Susannah - Business Assurance Manager; [Code A]
Cc: [Code A] Harriman, Sue; Emms, Elizabeth; [Code A] Samuel, Richard; Williams, Elaine; Benita Playfoot; [Code A]
Subject: FW: CHI recommendations re GWMH
Importance: High

Dear All

I am forwarding for information an email from Mills & Reeve, the legal firm representing us all in the GWMH coroner's inquests.

I have confirmed that the meeting with Stuart Knowles, our solicitor, to go through the responses of each organisation to the CHI recommendations will take place on **4th December in the morning**. Since there are four organisations it may be that the meetings can be staggered through the morning to accommodate diaries a little, but as this is the window of opportunity to get legal advice on work done in response to the CHI report, it is important that we take advantage of it.

To reiterate my earlier email to some of you, the format for the CHI responses will be the same for all organisations, and will use the Root Cause Analysis report template to be found under the 'examples' link on the NPSA website <http://www.npsa.nhs.uk/nrls/improvingpatientsafety/patient-safety-tools-and-guidance/rootcauseanalysis/rca-investigation-report-tools/>. This means that there will be four different reports, but by using the same format they should be more user friendly. It is the format requested by the SHA.

After being reviewed by Stuart Knowles they need to be approved by each organisation's Board, and submitted to the SHA in order to pass their Board in January 2009.

I would be grateful if I could have prompt confirmation from each organisation that they will have a representative to attend QA hospital with your organisation's response to the CHI recommendations on the morning of 4th December 2008, and who that representative will be, so that I can give that information to Mills & Reeve.

I look forward to hearing from you. I am very willing to discuss this if this will help, bearing in mind that I am only working in the mornings this week.

Regards

Mary Deeks
 Project Officer (GWMH)
 Hampshire Primary Care Trust
 HQ, Omega House
 112 Southampton road
 Eastleigh, SO50 5PB

Tel: [Code A] Direct dial
 Tel: 023 8062 7444 Office
 Fax: 023 80622976 (Safe Haven)
 Email: [Code A]
 Secure NHS email: [Code A]

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From: Jacqueline Haines [mailto:Code A]
Sent: 18 November 2008 16:40
To: Deeks, Mary
Cc: Debbie Watts; Stuart Knowles
Subject: RE: CHI recommendations re GWMH

Mary

Thank you for this. I have asked my secretary, Debbie Watts to contact you with regard to several meetings she is arranging, with Stuart on 3rd and 4th December and possibly 2nd also. I would be grateful if you could discuss with her whether there are other people you think should also be invited to attend. One of those meetings will be to discuss the response to the CHI report - I would really like to have the response in good order to run past Stuart by then. Could you co ordinate those involved to ensure that there is a single working document for Stuart to look at when he comes down?

Also we have received confirmation from the Coroner that he is happy to return the medical records provided that we make them available for use at the inquest which of course we will do. I think that it would be helpful for Stuart and I if they could be sent to Mills and Reeve so that we can refer to them as necessary - are you happy for us to arrange for them to be sent to us?

I look forward to hearing from you.

Many thanks

Best regards

Jacque Haines
 Senior Solicitor
 for Mills & Reeve LLP

78-84 Colmore Row
 Birmingham B3 2AB
 DX 707290 BIRMINGHAM B5
 Tel: +44(0)121 456 8334
 Fax: +44(0)121 456 8476

Code A
<http://www.mills-reeve.com>

From: Deeks, Mary [mailto:Code A]
Sent: 18 November 2008 10:47
To: Humphrey Lesley - Divisional General Manager; Code A; Long Susannah - Business Assurance Manager; Code A; Watson, Catherine (HantsPT-SW); Harriman, Sue; Emms, Elizabeth; Stuart Knowles; Jacqueline Haines

Cc: Wright Janet - PA to Head of Governance; Scammell, Toni (HPCT-SE); Williams, Elaine; Tiller, Sara
Subject: CHI recommendations re GWMH

Dear All

Following the last meeting of the steering group preparing for the inquests into deaths at Gosport War Memorial Hospital, I have followed up with Benita Playfoot, the SHA member of the group, on what format the document which demonstrates our response to the CHI recommendations should have. The benefits of us all using the same format are not difficult to see, and since this is the format the SHA want (and it does seem user friendly) it seems best for us all to use the same one. I am forwarding the link to the NPSA website where examples can be found.

<http://www.npsa.nhs.uk/nrls/improvingpatientsafety/patient-safety-tools-and-guidance/rootcauseanalysis/rca-investigation-report-tools/>

I am sorry if you have already started using a different format, but I think that any work already done should be transferable to the new format without too much work. It is not necessary for each organisation to provide responses to each recommendation, only to those which apply to their part in the service. NB: It is important to ensure that all staff working at the hospital are aware of risk reporting procedures, and that the appropriate training and information sharing processes are in place.

Benita suggests that we save the documents that we wish to use as evidence, eg Board papers, policy documents, etc, to a webpage, and then provide hyperlinks within the timeline to them, which would save having to accumulate a pile of papers. These could then be reviewed by an external person without having to physically visit Hampshire. I will investigate with our IT department how this is managed, and will provide an update as soon as I know how this can be achieved.

For ease of reference I am attaching a copy of the spreadsheet I prepared earlier in the year which lists all the recommendations.

Can I remind you that Benita wishes a final copy of this document to go to the SHA Board in January at the latest, and that it was agreed at the last meeting that first drafts would be shared in the December meeting of the steering group, prior to going to the Boards of each organisation for sign-off. This is a high profile piece of work, which needs to be done well and promptly.

The notes from the last meeting will be circulated soon.

Please feel free to contact me with any queries regarding this, bearing in mind that this week I will not be in the office in the afternoons.

Thank you all for your help.

Regards

Mary Deeks
 Project Officer (GWMH)
 Hampshire Primary Care Trust
 HQ, Omega House
 112 Southampton road
 Eastleigh, SO50 5PB

Tel: Direct dial

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Fax: 023 80622976 (Safe Haven)

Email:

Secure NHS email:

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Jackson, Angeline

From: Deeks, Mary </O=BAS EXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=DEEKSM09150836@>
Sent: 18 November 2008 10:26
To: Harriman, Sue; Emms, Elizabeth; Watson, Catherine (HantsPT-SW)
Subject: FW: GWMH - Response to the CHI recommendations

Dear All

This email does not seem to have got through to you all last week – my apologies for this. In a minute I will be forwarding a further email regarding this piece of work, with a link to the website with a template to show how the timeline should be recorded. I would still be grateful if you could let me know who is the most appropriate person to do this on behalf of HPCT, as I understand Toni Scammell has moved to duties away from GWMH. I have copied my second email to her, in case she is better placed to know who should do it. Once I know the names of individuals working on this in different organisations I could put them in touch with one another for support.

This is a high-profile piece of work which needs to be done well to protect the reputation not only of the PCT but the NHS in SE Hants. I am sorry about the short notice: I broke my arm and have been off work just at the crucial time.

I look forward to hearing from you.

Regards

Mary Deeks
 Project Officer (GWMH)
 Hampshire Primary Care Trust

From: Deeks, Mary
Sent: 10 November 2008 17:37
To: Harriman, Sue; Emms, Elizabeth; Watson, Catherine (HantsPT-SW)
Subject: GWMH - Response to the CHI recommendations

From: Deeks, Mary
Sent: 10 November 2008 17:34
To: Harriman, Sue; Emms, Elizabeth; Watson, Catherine (HantsPT-SW)
Subject: GWMH - Response to the CHI recommendations

Dear Sue, Elizabeth and Catherine

I am contacting you with regard to an action coming out of today's Steering Group meeting regarding the inquests into the deaths at Gosport War Memorial Hospital, and seeking your advice.

Benita Playfoot attended the meeting for the first time, being the patient safety lead for the SHA. There was some discussion about what the SHA would require from the organisations operating in SW Hants in terms of assurance for the coroner that every required step has been taken to ensure that the CHI recommendations have been implemented.

I am meeting with Lesley Humphrey and Patricia Radway from PHT tomorrow to work out a format for the preparation of this document(s), but will need to link in soon after that with someone from the provider side of HPCT, and from HPT to make sure that all organisations have met the requirements.

Could you advise me on who would be the best person to link in with from your organisation?

After tomorrow's meeting I will have a better idea of our format, and may have something I could email to you, but what was discussed at the meeting was a timeline from 2002 (date of CHI report) to present day, listing all the DH initiatives in the way of NSFs, new care pathways, clinical networks, etc, and having the documents to hand to show that each organisation did what was necessary to comply with these initiatives.

The idea is that it should have Board approval from each organisation by early January so that it can go to the SHA Board in January, so there is no time to be lost. I look forward to hearing from you.

Regards

Mary Deeks
Project Officer (GWMH)
Hampshire Primary Care Trust

Tel: 023 8062 7695

Email:

NHSNet: (for confidential communication)

Jackson, Angeline

From: Emms, Elizabeth (HPCT-SE) </O=BAS EXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=EMMS, ELIZABETH (HPCT-SE)>
Sent: 10 November 2008 17:59
To: Harriman, Sue
Subject: FW: GWMH - Response to the CHI recommendations

Sue
 Would you be happy for this to be me with support from you?
 Toni will be a significant resource.
 Elizabeth

From: Deeks, Mary [mailto:] **Code A**
Sent: 10 November 2008 17:37
To: Harriman Sue - Hampshire PCT(HPCT) External; Emms, Elizabeth; Watson Catherine - Hants PT(SW) External
Subject: GWMH - Response to the CHI recommendations

From: Deeks, Mary
Sent: 10 November 2008 17:34
To: Harriman, Sue; Emms, Elizabeth; Watson, Catherine (HantsPT-SW)
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Regards

Mary Deeks
 Project Officer (GWMH)
 Hampshire Primary Care Trust

Tel: 023 8062 7695

Email: **Code A**
 NHSNet: **Code A** (for confidential communication)

Jackson, Angeline

From: Scammell Toni - Modern Matron - Code A
Sent: 20 August 2008 13:07
To: Harriman, Sue
Subject: 110808 CHI recs doc.xls
Attachments: 110808 CHI recs doc.xls

As promised from our meeting
Regards
Toni

Jackson, Angeline

From: Samuel, Richard </O=BAS EXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=SAMUELR58003171@>
Sent: 14 May 2008 16:08
To: Samuel, Richard; Montgomery, Jonathan; Cruddace, Gareth; Percy, Katrina; Harriman, Sue; Tyler, Hilary; Bradlow, Jean
Cc: Smart, Fiona; Tiller, Sara; Williams, Elaine
Subject: RE: URGENT - PRESS NOTICE ISSUED ON BEHALF OF HM CORONER FOR PORTSMOUTH AND SOUTH EAST HAMPSHIRE

Attached is link to BBC site on the article

<http://news.bbc.co.uk/1/hi/england/hampshire/7398599.stm>

regards

Richard

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

From: Samuel, Richard

Sent: 14 May 2008 15:55

To: Montgomery, Jonathan; Cruddace, Gareth; Percy, Katrina; Harriman, Sue

Cc: Smart, Fiona; Tiller, Sara; Williams, Elaine

Subject: URGENT - PRESS NOTICE ISSUED ON BEHALF OF HM CORONER FOR PORTSMOUTH AND SOUTH EAST HAMPSHIRE

Importance: High

Dear all

Please find attached a press notice issued by the Coroner today.

This information has been cascaded to relevant individuals and groups around GWMH today by Elaine Williams.

Will be working with Sara to prepare media handling strategy for both practice, Hospital and PCT.

Will prepare a brief for Board on 22 (part 2).

Will also alert NEDs tonight on the inquest and out holding line regards Richard

14/05/2008

For Immediate Release

PR 4123 PRESS NOTICE ISSUED ON BEHALF OF HM CORONER FOR PORTSMOUTH AND SOUTH EAST HAMPSHIRE

HM Coroner for Portsmouth and South East Hampshire David Horsley has this morning, 14 May 2008, opened Inquests into the deaths of 10 patients at Gosport War Memorial Hospital - Leslie Pittock died 24.1.96 Elsie Lavender died 6.3.96 Ruby Lake died 21.8.98 Robert Wilson died 18.10.96 Enid Spurgeon died 13.4.99 Elsie Devine died 21.11.99 Helena Service died 5.6.97 Arthur Cunningham died 26.9.98 Shella Gregory died 22.11.99 Geoffrey Packman died 3.9.99 These deaths were the subject of a Police criminal investigation entitled Operation Rochester. It is envisaged that the 10 Inquests will be held concurrently.

They are all complex matters and it is envisaged that the Inquest hearings will not take place before Autumn 2008. The joint hearings are likely to take a number of weeks to conclude.

At present, it is likely that the venue for the hearings will be in the Coroner's Court in Portsmouth.

To ensure that the Inquests are given the detailed care and attention they merit without undue interruption to the ongoing heavy workload of the Portsmouth and South East Hampshire Coroner and his staff, it is intended that they will be conducted by Mr Andrew M Bradley, HM Coroner for North Hampshire, acting as a special Assistant Deputy Coroner for the Portsmouth and South East Hampshire Coroner solely in relation to them.

Please note that the coroner's office is unable to provide any further details at this time but further information will be released as it becomes available.

David Horsley

Hm Coroner Portsmouth and South East Hampshire Looking after Hampshire, looking out for you

www.hants.gov.uk/mediacentre For media enquiries please contact:

Kate Ball, Head of Media Communications

Corporate Communications Team

Tel: Code A

Email: Code A

Jackson, Angeline

From: Williams, Elaine </O=BAS EXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=WILLIAMSE05@>
Sent: 14 May 2008 16:01
To: Bhogal Kiran; Woodland Betty - PCT Trainer; Woodland, Betty (HPCT-SE); Scammell, Toni (HPCT-SE); Lawes, Susan; [Code A]
[Code A] Harriman, Sue
Cc: Samuel, Richard; Tiller, Sara; Smart, Fiona; Harris, Elizabeth
Subject: FW: Gosport War Memorial hospital - coroner's inquest

Importance: High
Sensitivity: Confidential

Kiran, Betty, Toni, Susan, Natalie, Lesley/Kim, The press release below was released by Portsmouth Coroner this morning, confirming that the inquest into 10 deaths has been opened and adjourned. The Coroner has confirmed that no further information will be released for the next week. The Coroner has apologised for not pre-warning the PCT.

This will feature on the BBC 6 o'clock news tonight. (and was evidently on the lunchtime news also) Betty W is kindly contacting the nursing/ancillary staff as soon as possible, she will use the list of staff who cared for the named deceased, as we don't yet know who the Coroner will wish to involve.

Kim Bezzant will contact as many medical staff as possible, linking with Natalie Beaumont (Lesley Humphrey is away).

Sara T is contacting the SHA and HCC press office and dealing with the media.

The line will be that the PCT is aware but that no further information will be available for the next week.

Kiran - for information at this stage.

Regards

Elaine

Elaine Williams
 Legal Services Manager
 Hampshire Primary Care Trust Please note new contact details HQ, Omega House
 112 Southampton Road
 Eastleigh, SO50 5PB

Tel: [Code A] Direct Dial

Tel: 02380 627444 Office

Fax: 02380 652976 (Safe Haven)

Tel: [Code A] Blackberry

Email: [Code A]

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Thank you for your co-operation.

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

From: Maddison, Val [mailto:[Code A]]

Sent: 14 May 2008 14:10

To: Williams, Elaine

Cc: Horsley, David

Subject: Gosport War Memorial deaths

Dear Elaine

Hampshire County Council Media Department issued the following press release:

Subject: PRESS NOTICE ISSUED ON BEHALF OF HM CORONER FOR PORTSMOUTH AND SOUTH EAST HAMPSHIRE
14/05/2008

For Immediate Release

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To ensure that the Inquests are given the detailed care and attention they merit without undue interruption to the ongoing heavy workload of the Portsmouth and South East Hampshire Coroner and his staff, it is intended that they will be conducted by Mr Andrew M Bradley, HM Coroner for North Hampshire, acting as a special Assistant Deputy Coroner for the Portsmouth and South East Hampshire Coroner solely in relation to them.

Please note that the coroner's office is unable to provide any further details at this time but further information will be released as it becomes available.

Kind regards

Valerie Maddison

Coroner's Administrative Officer

Tel: 02392 688326

Fax: 02392 688331

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Jackson, Angeline

From: Samuel, Richard </O=BAS EXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=SAMUELR58003171@>
Sent: 14 May 2008 15:55
To: Montgomery, Jonathan; Cruddace,Gareth; Percy, Katrina; Harriman, Sue
Cc: Smart, Fiona; Tiller, Sara; Williams, Elaine
Subject: URGENT - PRESS NOTICE ISSUED ON BEHALF OF HM CORONER FOR PORTSMOUTH AND SOUTH EAST HAMPSHIRE

Importance: High

Dear all

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 This information has been cascaded to relevant individuals and groups around GWMH today by Elaine Williams.
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David Horsley

Hm Coroner Portsmouth and South East Hampshire Looking after Hampshire, looking out for you

www.hants.gov.uk/mediacentre For media enquiries please contact:

Kate Ball, Head of Media Communications

Corporate Communications Team

Tel:

Ema

Code A

Jackson, Angeline

From: Shipley Julie <julie.shipley@rcn.org.uk>
Sent: 09 May 2008 14:25
To: **Code A** Betty Woodland; **Code A** Freda.Shaw@ports.nhs.uk;
 Margaret.Couchman@**Code A**; Beed, Philip (HPCT-SE);
 NurseRatchet@**Code A**; **Code A**
Cc: Williams, Elaine; **Code A** Samuel, Richard; Harriman, Sue
Subject: GMC Proceedings
Attachments: Notes of mmeeting 02'05'08.doc; RCN Counselling Leaflet.pdf

<<Notes of mmeeting 02'05'08.doc>> <<RCN Counselling Leaflet.pdf>>

Firstly, can I thank you for attending the meeting last week. It was very valuable meeting up with you at long last. I hope you found the meeting useful.

I attach a note of the meeting which we have prepared summarising the key points for you. I also attach a copy of the RCN Counselling Services leaflet which sets out more details regarding the service which we discussed in some detail during our meeting. Please do not hesitate to call the Counselling Service if you would welcome the support and assistance they can provide.

I am now gathering key documentation from Saulet and Co, CHI and the Solicitors appointed by the GMC. I will keep you informed of developments in both the GMC and potential Inquest matters.

Please do not hesitate to contact, Betty, Julie or myself if you would like to clarify any issue arising out of this email or your case generally.

Best wishes,
Jonathan Green
 RCN Solicitor
 11-15 Dix's Field
 Exeter EX1 1QA
 Tel: 0845 456 7829
 Fax: 01392 213025

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 London W1G 0RN
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CONFIDENTIAL

	CHI Recommendation	Complete/ In progress/ Not started	Evidence
1	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.		
2	The Fareham and Gosport PCT and East Hampshire PCT should, in consultation with local GPs, review the admission criteria for Sultan ward.		
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.		
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.		
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.		
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.		
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.		
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.		
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.		

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	CHI Recommendation	Complete/ In progress/ Not started	Evidence
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> .		
11	Both PCTs must find ways to continue the staff communication developments made by the Portsmouth Healthcare NHS Trust.		
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.		
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		

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	CHI Recommendation	Complete/ In progress/ Not started	Evidence
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.		
21	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.		

Code B

Code B

Code B

Where to find us when you need us

You can contact the RCN Counselling service by phone, or if you prefer, by letter or email. Once you have made contact we will ask you to outline your worries or concerns so we can find the best way to help you.

For example, we may:

- * suggest a face-to-face appointment with a counsellor
- * suggest further discussion with a counsellor over the phone
- * refer you to another part of the RCN, for example, for legal or employment relations help
- * offer other services to meet your needs.

The RCN Counselling Service is based in London along with RCN Nurseline, the independent advice and information helpline for nurses and midwives. Counselling takes place in a number of RCN offices throughout the UK. We list the offices at the end of this leaflet.

To find out more about the counselling service call **08457 697064** or Email: **counselling@rcn.org.uk**.

How confidential is the service?

Confidentiality is central to the service we provide. Everything you tell us remains confidential to the counselling service. No information, including whether you have been in contact with the service, is passed to any organisation or individual including other RCN members or staff, without your explicit permission.

The only possible exceptions to this are:

- * where the counsellor is compelled by a court of law
- * where there is a serious risk of harm to a third person.

Our full and detailed confidentiality policy is available on request.

Comments

We welcome feedback from our clients as a means of improving our service to you.

If you have a comment or a complaint you should:

- * tell your counsellor verbally
- * write to your counsellor
- * write to the head of the RCN Counselling Service at the address below:

RCN Counselling Service
20 Cavendish Square
London W1G 0RN
Members' Line 08457 697064

Tel: 020 7647 3464
Fax: 020 7647 3589
Email: counselling@rcn.org.uk

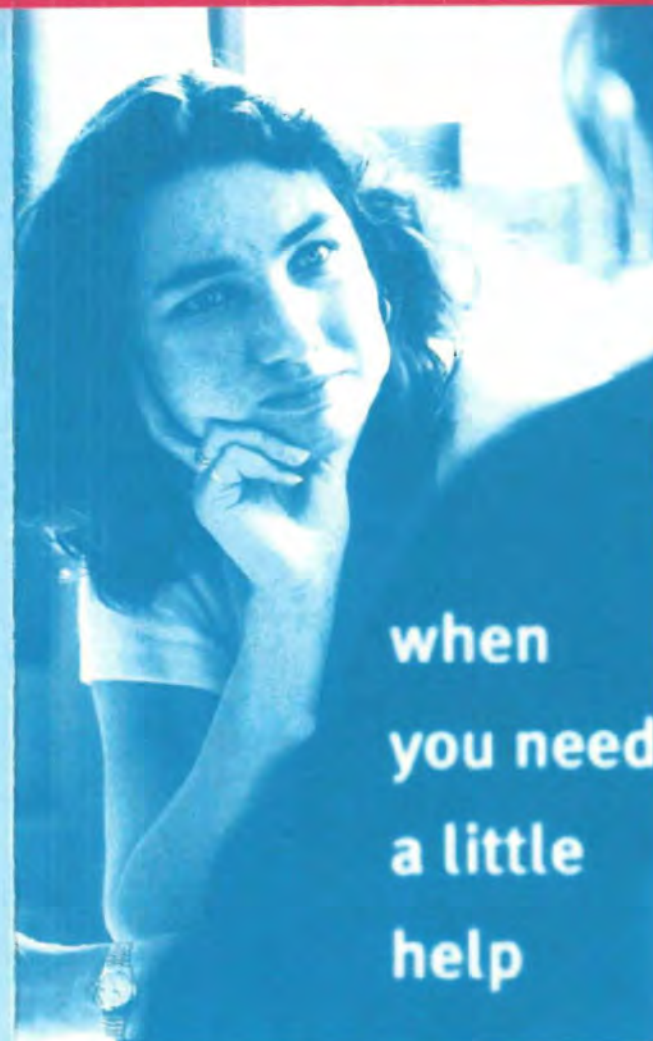
The RCN Counselling service is available in RCN offices in the following locations – the full addresses are in your *RCN Guide to Services and Diary*.

- * Belfast
- * Birmingham
- * Bolton
- * Cardiff
- * Edinburgh
- * Glasgow
- * Leeds
- * London
- * Nottingham
- * Winchester

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The RCN Counselling Service



The RCN Counselling Service

As part of your membership, the RCN offers a completely confidential counselling service which can support you in your career and help you if things go wrong.

The RCN Counselling Service is a free, professional and confidential service for all RCN members. It provides appointment-based counselling either by phone or in person at RCN offices throughout the UK. The service is a member of the British Association for Counselling (BAC) and the counsellors subscribe to BAC's Code of Ethics and Practice for Counsellors.

What is counselling?

Nurses and other health care professionals face a workplace today that is frequently stressful, and things often happen at work that make it hard to cope. Sometimes, circumstances in your personal life may make it difficult to function at home, as well as at work. Often you'll be able to cope with these situations yourself, or with the help of family, friends or colleagues. But occasionally you may feel you're not coping at all well, that things are getting on top of you or that you can't see your way through a situation. There may not be anyone you feel you can turn to for help. We can help with both work related or personal difficulties.

These are some examples of what nurses contact us about:

- * feeling stressed or anxious
- * difficulties in relationships with colleagues or managers
- * bullying and harassment
- * involvement in a conduct proceeding or investigation
- * balancing the demands of work and home life
- * personal relationship difficulties
- * bereavement.

Counselling allows you to explore your situation and your feelings about it, and can help you find a way through. We won't make judgements about you or what you should do, but we will try and help you to resolve your situation. The first session with the counsellor is about finding out what you need and how we can help. Sometimes this may be all you need, but if you need further contact we can offer up to six sessions with the same counsellor.

How counselling can benefit you

Everyone is unique with individual needs, and different people get different things from counselling. You may simply need someone to listen to and believe your story with the result that you discover you can "see the way for the trees".

Sometimes, however, your situation may feel much more serious and you may be struggling to cope. We can help you to try and manage an immediate crisis, begin to get some sense of control of the situation, and help you manage the way you may be feeling.

Because some situations may be outside your control we can help you look at the options which may be open to you, and give you support in making and acting on decisions. We can also work with you to identify coping strategies, and it may be that as the counselling progresses you begin to feel stronger and more confident.

