
From: Emms, Elizabeth (HPCT-SE) </O=BAS EXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN= [redacted] **Code A**>
Sent: 14 January 2009 08:12
To: Harriman, Sue
Cc: Scammell, Toni (HPCT-SE); Hughes2, John; Jordan, Wendy
Subject: FW: Outcomes from HPCT CHI response document

Importance: High

Categories: Urgent

Sue
 John and I are meeting with FACE tonight so will discuss with them their having their CG structures on their website. Will our audit team be able to lead the complaint audit across all the organisations involved or should this be Richard Samuels team?
 Elizabeth

From: Deeks, Mary [mailto: [redacted] **Code A**]
Sent: 09 January 2009 11:36
To: Samuel Richard - Hampshire PCT External; Mellor Peter - Company Secretary; Harriman Sue - Hampshire PCT(HPCT) External; Emms, Elizabeth; Tiller Sara - Hampshire PCT(HPCT) External; Shirley Pat - Hants PT(SW) External
Cc: Williams Elaine - Hampshire PCT(HPCT) External; Jeffs Justina - Associate Director of Governance; Scammell Toni - Modern Matron; Johnson David - Hampshire PCT External; Hughes John - Chairman for APAC and Medical Director for Care Services; Ollerhead, Keith
Subject: Outcomes from HPCT CHI response document
Importance: High

Dear All

I have just had a verbal update from Eileen Spiller on her findings from studying the document produced by Hampshire PCT as a response to the CHI recommendations. The other three organisations have responded to her on their own documents during the past week. There are concerns on the HPCT document listed below which also involve both Hampshire Partnership Trust and Portsmouth Hospitals Trust, hence this email.

1. **Audit of complaints for the past year (2008)**

Recent complaints to HPCT for services provided at GMWH have highlighted recurrent themes and she was not convinced that all appropriate actions arising from the complaints had been taken. THIS ISSUE LEAVES US ALL PARTICULARLY VUNLERNABLE AND SHOULD BE ADDRESSED JOINTLY. She advised an audit of complaints across the GWMH site for the past year, done as one piece of work to ensure that trends across all wards (if any) were identified and dealt with appropriately.

Action: A team to work across the site will need to be agreed between all organisations: PM/SH/PS

2. **Clinical governance structures**

These were not always clear. She advised the current, dated structures should be available on websites, and out of date structures be removed. It would be advisable for all organisations to ensure that this is the case for them

Action: ST/PM/PS/JJ

The complaints issues that have been raised on Sultan Ward in the last year do leave us vulnerable to accusations that we have not fully implemented the recommendations of the CHI Report, and hence there is a risk of bad publicity around them emerging as a result of the inquests. These actions are therefore a matter of urgent necessity, and mean that a deadline of **14th February 2009** is the latest date for all these actions to be completed.

I expect to receive Eileen's final reports within the next couple of hours. I will circulate them as soon as I have them.

Regards

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