
From: Harriman, Sue </O=BAS EXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN= [Code A]>
Sent: 27 January 2009 10:45
To: Emms, Elizabeth (HPCT-SE); May, Zena
Cc: Scammell, Toni (HPCT-SE); Hughes2, John; Jordan, Wendy
Subject: RE: Outcomes from HPCT CHI response document
Categories: Urgent

Dear All,

I would like to discuss this potential audit in detail before progressing. After some investigation I understand that in fact there was a minimal review of evidence before this recommendation was made. This is not to say that an audit like this would not be useful. I would however like to make sure we are doing an audit that is productive and a good use of resource.

Zena can we discuss with Louisa in the first instance?

Elizabeth, I understand an action plan has been generated following the meeting with FACE, could I have a copy for my reference?

Many thanks
 Sue

Sue Harriman
 Director of Nursing, Therapies and Clinical Standards
 Hampshire Community Health Care
 8 Sterne Road
 Tatchbury Mount
 Calmore
 Southampton
 SO40 2RZ

[Code A]

From: Emms, Elizabeth (HPCT-SE)
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

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: [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 GMMH 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 GMMH 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

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

Tel: Direct dial

Tel: 023 8062 7444 Office

Fax: 023 80622976 (Safe Haven)

Email:

Secure:

Please use NHSmail for all personal identifiable data and notify me at

of its transmission

Unless otherwise stated, the information transmitted and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you have received this in error, please contact the sender and delete the material from any computer.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. Any views or opinions expressed are those of the author and do not represent the views of the Hampshire Primary Care Trust unless otherwise explicitly stated. The information contained in this e-mail may be subject to public disclosure under the Freedom of Information Act 2000. Unless the Information is legally exempt from disclosure, the confidentiality of this e-mail and your reply cannot be guaranteed.