

CIRCULATION LIST

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MINUTES OF HOD'S MEETING HELD ON
THURSDAY 28TH MARCH 1996

<u>Present:</u>	I. Evans S. Proudfoot B. Chandler C. Marjoram A. Stewart G. Hamblin J. Lock P. Carrol R. Paxton I. Latimer	<u>Apologies:</u>	Chris Carraher G. Saunders J. Clasby Phoenix Blake Ann Honey
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Minutes of 29th February 1996 were read and agreed.

Matters Arising - Panic Alarms - Drake and Scull are rectifying the faults for both Male and Female Changing Rooms. The Switchboard and Porters will be testing Panics Alarms each Wednesday.

Photocopier - The Oce photocopier has now been leased and thorough training has been given to all key operators. If staff have a problem with the photocopier, please consult the manual first and try to rectify the fault - General Office will help if all else fails. Casualty were unable to attend the session and asked if General Office will train their key operator.

O.M.G. and G.M's Information Exchange - distributed and read.

Managers Report - A new quarterly Staff Newspaper is being professionally produced - to include items e.g. Business Planning. Staff can submit general articles or ideas and this will be written for them. Rob Dalton and David Baker will be the co-ordinators.

Government Training - Apprenticeships for 17-23 year old. NVQ Level 3. Initiatives to be followed up across the board. Details to follow.

Staff Opinion Survey - Results will be published next week.

Stress Workshops - There has been a huge response to this course - further sessions to be arranged.

Quality Returns - Thanks to all concerned for sending Quality Returns so promptly.

Personnel Courses - A booklet is being circulated - suggestions welcomed courses now being run and any new courses.

- 2 -

Extra Ordinary Programme - All items have now been booked off, thanks to all concerned from Ruth Collier.

Purchasing for Client Groups - a Head Director and Head Manager from Health Commission to be appointed for the above - list to be circulated in the near future.

Lifting Training - List circulated - HOD's have received details.

Elderly Medicine - Are arranging a Summer Ball - Tickets £35 each to be held on 6th July - can pay by instalments - £15 deposit. Anne Stewart has details.

EPP1 - Reminder any EPP1 forms held in January Goods have been ordered. Staff need to re-apply on new EPP1 form if they have not received all the equipment submitted on previous EPP1 forms.

Mr. John Hern - Retirement - Mr. John Hern has decided not to seek re-election as Treasurer this year after 30 years continuous service. The League of Friends are making a presentation at the next Quarterly meeting - if Staff wish to contribute kindly hand donations to Rosemary Paxton or General Office.

E.A.R. - Counselling Service - Nicole Hepple will be on Maternity Leave, Deb Allison covering in her absence, if staff require any information.

Trust Comprehensive Employment Package - Please see attached leaflet.

Members Items

Rosemary Paxton asked if departments can help the Porters by putting two bags into red bins - clear on the outside black inside for strength and not to fill the bin up too far.

Gideon Bibles - Rosemary Paxton asked the Wards to let her know how many Gideon Bibles are required.

Equipment - Rosemary Paxton distributed surplus equipment list, if any Ward wishes to loan equipment please let Rosemary know.

X-Ray Refurbishment - Isobel Evans asked Sue Proudfoot if she had any further news on date of the refurbishment of X-Ray. Sue replied not at present but she would keep Isobel informed.

Next Meeting Thursday 25th April 1996 - Probably Barbara Robinson to chair.

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MARCH 1996

<p style="text-align: center;">PORTSMOUTH HealthCare NHS TRUST</p>	INFORMATION EXCHANGE MAIN POINTS		
Name of Manager responsible	Tony Horne	Organisational level	
Name of group, eg. ward/team	O.M.G.	Unit/Division/Locality/Department/Team	

MAIN POINTS	COMMENTS AT MEETING
<p>1 AGREEMENT OF 1996/97 CONTRACTS</p> <p>a) Portsmouth Health Commission</p> <p>We have agreed next years contract with Portsmouth Health Commission. Key components of the settlement include:</p> <ul style="list-style-type: none"> i) Increase in activity (approx 6%) - achieved through a combination of genuine increases and improved reporting and counting (implications for individual services will be clarified locally). ii) Reductions in prices (CRES)(£300k) - made up of a combination of recurring and non-recurring cash. iii) Inflation funding (approx 3%) - to cover increased costs of pay and non pay costs. 	<p style="text-align: center;">BASED ON 95/96 TARGETS.</p>

MAIN POINTS	COMMENTS AT MEETING
<p>iv) Developments programme (£1m+) - including:</p> <ul style="list-style-type: none"> - Additional cost of new AMH residential services F/G - Hamble Brain Injury Service - Specific additional funding to support increase in workload in Elderly (Medicine) and AMH Services - Full year costs of developments only part year funded in 1995/96 (eg. EMH 6th Community Team) <p>This represents a reasonable settlement given the very tight financial climate.</p> <p>We are also making good progress agreeing our other Provider contracts with Health Authorities; GP Fund Holders and for those contracts where we are the Purchaser (eg. Education with Portsmouth University).</p> <p>b) Other Health Authorities</p> <p>It is clear several Health Authorities face financial pressures which means they are looking to minimise the scale of contracts they hold with ourselves (and other providers). We therefore anticipate some initial loss of income. If, however, in year we exceed contracted levels we can seek additional funding. It is crucial therefore we fully identify all work done for these other Purchasers to avoid permanently losing income.</p> <p>c) GPFH</p> <p>Good progress is being made agreeing contracts with the sixteen GPFH's we will be contracting with next year.</p> <p>Overall we seem likely to increase the scale of our contracts with Fund Holders, reflecting an increased use of our services.</p>	

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<p>d) Extra Contractual Referral Income (ECR's)</p> <p>A small element of the Trusts income comes from treating non Portsmouth residents outside of formal contract arrangements.</p> <p>There are strict rules on how we can claim funding for such cases and in particular early notification/agreement has to be obtained from the responsible purchaser.</p> <p>In the current financial year the Trust has lost income on several occasions by failing to identify and flag the cases to the responsible Health Commissions within the prescribed timescales. A guideline document has been recently produced and circulated to all areas giving full details of the rules and how they are applied. Further copies are available from the Trust Central Office (ext. 4114).</p> <p>Problems are most likely to arise in services only rarely dealing with ECR's. The key message is if in doubt ensure the service manager is aware of any non Portsmouth residents receiving or planned to receive treatment.</p>	

MAIN POINTS	COMMENTS AT MEETING
<p>2 LEARNING DISABILITY SERVICES - MANAGEMENT ARRANGEMENTS</p> <p>Over the last couple of months work has begun to clarify and separate the Learning Disability Service contract arrangements into Health and Social Care elements.</p> <p>It was originally planned to introduce revised management arrangements from 1/4/96. However, it is now clear that will be overly ambitious given the need to:</p> <ul style="list-style-type: none"> - Finalise and implement the new management structures - Devise supporting systems and procedures - Appropriately communicate with all staff concerned - Clarify elements of the Health 'Continuing Care' criteria <p>It has therefore been agreed to retain the majority of L.D. Services within existing management arrangements.</p> <p>The following services will, however, transfer to new management from 1/4/96</p> <ul style="list-style-type: none"> • Thomas Parr House to Health L.D. Services (Diane Wilson) • Skillploy to Social Care Division (Gavin Wright) 	<p><i>TRANSFER now 1/6/96.</i></p>

MAIN POINTS	COMMENTS AT MEETING
<p>3 COMPLAINTS PROCEDURE</p> <p>Following the publication of the Wilson Report a new NHS wide complaints procedure is being introduced from 1st April 1996, with the aim of:</p> <ul style="list-style-type: none"> • easy access for patients and complainants; • a simplified procedure (with common features for complaints about any services provided as part of the NHS); • improved quality of service by acting on lessons learned; • fairness for staff and complainants alike; • more rapid, open procedure; • approach that is honest and thorough - with the prime aim of satisfying the concerns of the complainant <ul style="list-style-type: none"> • To meet the national requirements the Trust's complaints procedure (Corporate Policy H1) has been updated and circulated. • A new leaflet, outlining the way in which complaints, comments or suggestions should be dealt with is being printed and will be distributed shortly (old leaflets should be destroyed). <p>Under the new procedure the Trust is required to have a Complaints Manager directly accountable to the Chief Executive, Pam Grosvenor - Quality Director, will continue in this role assisted by a Complaints Advisor (Barbara Melrose) - the formal response must come from the Chief Executive whether or not the complaint was addressed to him.</p>	

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<p>The new procedure outlines all the steps required for "<u>Local Resolution</u>" and it is expected that the vast majority of complaints will fall into this category. However for those that remain unresolved it introduces a process of <u>Independent Review</u>. Trust Board Non Executive Director David Lee (with Syd Rapson as deputy) has been appointed as the Convenor, and will be responsible for organising a local review panel with an independent lay chairman, as required.</p> <p>A complainant will still be able to go to the Health Ombudsman if not satisfied locally.</p> <p>Managers are being given a brief and a short training pack to use for training sessions to familiarise staff with the new procedure and arrangements.</p> <p>Further, more comprehensive training is available on request from local personnel managers.</p>	

<p style="text-align: center;">PORTSMOUTH HealthCare TRUST</p> <p style="text-align: center;">DIVISIONAL EXCHANGE</p>	<p>INFORMATION EXCHANGE MAIN POINTS: 28.3.96</p>
	<p>Name of Manager responsible: Mr W M Hooper, General Manager, Organisational level</p> <p>Name of group eg, Ward/Team Fareham/Gosport Unit/Division/Locality/Department/Team</p>
<p>MAIN POINTS</p> <p>1. Congratulations to Occupational Therapists for winning the District Clinical Audit Award undertaken by Karen Grose from Havant & Petersfield on the provision of hoists in the Community.</p> <p>2. St Christopher's Hospital Kitchen Upgrade - The Trust Chairman visited the new kitchen on March 5th and performed the Opening Ceremony.</p> <p><i>Well Done to all the staff who continued to provide an excellent meal service during the 5 month re-build.</i></p> <p>4. Kaleidoscope 96 - This general Exhibition and Information Day will be held on April 25th 1996 in the Thorngate Hall, Gosport and is based on the Fareham event last year, called "Who Cares".</p>	<p>COMMENTS AT MEETING</p>

NB. If you think that the comments made at the meeting would be information to another team/group/person photocopy the form and send it to the relevant person

INFORMATION EXCHANGE MAIN POINTS - CONTINUATION SHEET

MAIN POINTS

The aim is to invite Care and Social Welfare agencies to take part in a "One-Stop Shop Day". This will sign-post what Services are available in the Gosport area this year.

5. Healthy Fareham & Gosport Alliance - Advance notice that "*Ride to Work on a Bike Week*" is 1st - 9th June 1996. This covers two weekends and the Divisional group will be looking for ideas/suggestions on how to encourage staff to participate!!

6. Commissioning Programme Update - Confirmation that the Redclyffe House and the 30 Bed AMH Unit have been handed over by the builders to the Trust and the Commissioning of the buildings for occupation is on target for 15th April for Redclyffe EMI transfer from Knowle and The Meadows by the 19th May 1996.

It is anticipated that the 14 Bed Rivendale will be handed over in late April and will also be ready to coincide with the 30 Bed opening.

COMMENTS AT MEETING

- Hopefully by the 10th April. Builders will move to Redclyffe.

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