

## GWMH Inquests

### Communications Protocol Pack

**For all staff at PH Trust, Hants PCT and GWMH particularly reception / switchboard /staff and other front line personnel.**

The communications team who are managing the inquests (working with Mills and Reeve solicitors) will co-ordinate a proactive relationship with the media and manage media enquiries. The communications team comprises HPCT, PH NHS Trust and HP Trust (tbc) communications teams and Trimedia (PR agency working with HPCT to manage the media during the Inquests).

#### **GWMH Press Office Number (Jackie Spragg to advise)**

#### **Communications Team Contact Details**

##### **Trimedia**

Caroline Searle or Julie Dean

Trimedia Office Number: Code A

Caroline Searle's mobile: Code A

Julie Dean's mobile: Code A

##### **Hampshire PCT Communications Team**

Sara Tiller - Communications' Team Office Number: Code A

Michael Goodeve Communications' Team Office Number: Code A

Sara Tiller's mobile: Code A

Michael Goodeve's mobile: Code A

##### **On call out of hours rota**

HPCT Code A

##### **Portsmouth Hospitals NHS Trust Communications Team**

Allison Stratford – Head of Communications - Office Number Code A

ext Code A

Emma Topping Media and Stakeholder Relations Manager - Communications'

Team Office Number: Code A

Allison Stratford's Allison Stratford's mobile: Code A

Emma Topping's mobile: Code A

During the inquests there will be a manned press office at the site of the inquest and at GWMH - locations and numbers to be confirmed

**Hampshire Partnership NHS Trust Communications Team**

Carol Deans tbc

Nicola Collins tbc

## Dealing with Media Enquiries

- When taking a media enquiry, please be helpful and polite.
- You do not need to respond to any questions that the media put to you, however innocuous or off the record they may be
- Please politely pass the enquiry on to the communications team.
- We have identified staff who are briefed to act as spokespeople and are clear on the messages that we will be disseminating to the media.
- Please use the following guide to take details from the journalist and pass them onto the Communications Team who will deal promptly with the enquiry or alternatively please offer the following contact details.

### When Taking An Enquiry / Media Request for Information:

Thank you for your enquiry, I will pass your details on to the communications team who are dealing with media enquiries. They will contact you asap and deal with your request.

NB - when taking an enquiry from a journalist please take the following details and pass them onto the Media communications team ASAP.

Name:
Publication / Media title:
Phone number:
Nature of enquiry:
Response required by: