

DRAFT Q&A re Sultan

What is Sultan ward?

Sultan ward at Gosport War Memorial Hospital is a 20 bedded ward, which provides short-term nursing and medical input for patients in Fareham and Gosport patients to avoid them being admitted into an acute hospital (such as the Queen Alexandra Hospital).

What is done to ensure quality of care on Sultan ward?

Southern Health has in place many formal and informal processes to ensure the quality and safety of the patients on Sultan Ward. These include regular matron's ward rounds, monthly patient safety thermometer reviews and 'mock' CQC inspections. These complement the constant review of key performance information by the Ward Sister, Matron and others to ensure that the ward is running safely, this includes reviewing any incidents or complaints and also reviewing key information about the staff on the ward. This information is shared with the CCG quality team on a monthly basis. Both Southern Health and the CCG continue to monitor trends and feedback from the Hospital to ensure that it continues to deliver the highest quality care.

In addition, in March there has been an external review of the ward by the CCG quality lead which showed that care on Sultan ward was both safe and high quality.

Sultan ward has received just two formal complaints over the past two and a half years. The ward regularly received letters of thanks from patients and their families about the high standard of care, and in June 2012 the staff on Sultan ward were nominated by a patient for a Portsmouth News, 'Best of Health' award in recognition of the excellent care received.

Are there concerns about quality of care on Sultan ward?

The CCG monitors the quality of all the services it commissions and takes any incidents which may impact on patient's safety very seriously. Southern Health alerted the CCG to some potential concerns about care in Sultan ward last year and the CCG and Southern Health worked together to ensure that any issues were addressed immediately. It is important to note that these were not concerns about inappropriate prescribing and were in no way connected to events 15 years ago. Southern Health took swift action to address the concerns, and that the actions identified through the review have been implemented.

Are concerns about Sultan ward related to the inquests into the deaths at GWMH?

No. The incident relating to the care of Mrs Richards took place on what was then known as Daedalus ward and is now known as Ark Royal ward. No other wards at Gosport War Memorial Hospital were implicated in this or any previous inquests.

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