

WINMAX CODES A. TRUST STRATEGIC MANAGEMENT	Documents	Available Yes/No	Received Yes/No
	Organisational Structure 1998 - 2001 current board Annual report 1999-01 Board agendas 1998- 2001 Health Improvement Plan 1998 - 2001 (HA) Strategic Direction PCT Consultation (HA) Patient Involvement Strategy SAFF Historical leaflets	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓

WINMAX CODES	Documents	Available Yes/No	Received Yes/No
B. SERVICE STRATEGIC MANAGEMENT	Service Organisational Charts 1998 - 2001 2001 NSF Implementation Plan Ward breakdown document Divisional review meeting papers	✓ ✓ ✓	✓ ✓ ✓

WINMAX CODES	Documents	Available? Yes/No	Received Yes/No
C. QUALITY INDICATORS	Service Staff surveys 1998 - 2001 PEAT visit reports? Facilities programme - Wards x 3 Capital programme - Wards x 3		

WINMAX CODES D. STAFFING AND ACCOUNTABILITY	Documents	Available Yes/No	Received Yes/No
	Accountability arrangements Out of hours policy Supervision arrangements Induction programme Agency usage policy GP Contracts for trust working Skill mix review - wards x 3 Vacancy levels 1998 - 2001 - wards x 3 Sickness levels 1998 - 2001 - wards x 3		

WINMAX CODES E. GUIDELINES, PRACTICES AND PERFORMANCE MANAGEMENT	Documents	Available Yes/No	Received Yes/No
	Patient transfer policy 1998 - 2001 DNR Policy 1998 - 2001 Palliative care guidelines 1998 - 2001 Nutrition guidelines 1998 - 2001 Policy for Prevention and Management of Malnutrition (date?) Patient records guidelines 1998 - 2001 Staff appraisal guidance 1998 - 2001 Policy for psychiatric involvement 1998 - 2001		✓ ✓ ✓ ✓

	<p>Post-mortem guidelines 1998 - 2001</p> <p>Death certifying guidance 1998 - 2001</p> <p>Policy for Prevention and Management of Pressure Ulcers</p> <p>Local audits 1998 - 2001</p> <p>Sultan ward hip replacement programme with acute trust</p> <p>Falls policy</p> <p>"Stepping Stones" Daedalus</p>		<p style="text-align: center;">✓</p>
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WINMAX CODES	Documents	Available Yes/No	Received Yes/No
F DRUGS	<p>Medicine Management Standard (DoH)</p> <p>Baseline assessment July 2000 2001 progress report</p> <p>Controlled drugs policy 1998-2001</p> <p>Wastage guidance 1998 - 2001</p> <p>Dangerous/controlled drugs policy 1998 - 2001</p> <p>Prescribing policy 1998 - 2001 Joint prescription writing policy 2000</p> <p>Training content 1998 - 2001</p> <p>Administration guidance 1998 - 2001</p> <p>Security Measures</p> <p>Drugs policy for palliative care</p> <p>Policy for assessment and management of pain</p> <p>Control & Admin. Of Medicines by Nurses</p>	<p>✓</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p></p> <p></p> <p></p> <p></p> <p>✓</p> <p></p> <p></p> <p></p> <p>✓</p> <p>✓</p>

WINMAX CODES G. COMMUNICATION AND COLLABORATIONS	Documents	Available Yes/No	Received Yes/No
	Service Patient Leaflets 1998 - 2001 Information leaflet (undated) Service Patient Survey 1998 - 2001 Next of Kin arrangements Customer care training content 1998 - 2001 Ward Admission policies 1998 - 2001 Ward Discharge policies 1998 - 2001 Patient flows across the health economy Relationships of Elderly Medicine with Community Hospitals	 ✓ ✓ ✓	 ✓ ✓ ✓

WINMAX CODES H. END OF LIFE	Documents	Available Yes/No	Received Yes/No
	Evidence of training? Staff counselling service info Relative/patient counselling info		
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I. SUPERVISION AND TRAINING	Documents	Available Yes/No	Received Yes/No
	Medical training Nurse training AHP training Other staff training Staff appraisal arrangements 1998 - 2001 Clinical nursing development programme 1999 RCN Gerontological Nursing Programme	 ✓ ✓	 ✓ ✓
WINMAX CODES			

J COMPLAINTS	Documents	Available Yes/No	Received Yes/No
J1 Trust management	Trust Complaints Policy 1998 - 2001		
J2 Ward management		✓	✓
J3 Trust lessons	2000 policy		
J4 Ward lessons			
J5 Training	Service/Ward Complaint Policy 1998 - 2001		
	Handling patient related complaints	✓	✓
	Example of Trust lessons learnt		
	Example of Ward lessons learnt		
	Complaint training content		
	Take up of training		
	Your Views Matter leaflet (undated)	✓	✓
	Mrs R complaint file)		
	Mrs P complaint file)	✓	✓
	Mrs D complaint file)		
	All complaint files for x3 ward 1998-01		
	Action plans for above		

	Miss W complaint file 8/00		
	Complaints workshop Feb 01 minutes	✓	✓
	Audit of IRP process	✓	
	Quarterly Complaints reps to Board 1997-01 (included in Governance report)	✓	✓
WINMAX CODES K CLINICAL GOVERNANCE	Documents	Available Yes/No	Received Yes/No

	Clinical governance strategy 1998 - 2001		
	Clinical governance committee structure 1998 - 2001	✓	✓
	Risk Management Strategy 1998-2003	✓	✓
	Risk Management Policy	✓	✓
	Recording & reviewing Risk events (SUI)	✓	✓
	Quality Strategy	✓	✓
	Baseline Assessments		
	Annual CG reports 1999-00 & 2000-01	✓	✓
	CG Development plan 2001-2002	✓	✓
	Clinical Governance Panel Minutes		✓
	Whistleblowing policy		✓
			✓