

## Justina Jeffs - Clinical Effectiveness Manager

---

**From:** Margaret.McGlynn [Code A]  
**Sent:** 26 March 2004 10:15  
**To:** Justina.jeffs [Code A]  
**Subject:** timetable review week

Dear Justina

for the review I would like to interview staff involved in older people's care and learning disabilities. Following on from our discussion after the start up meeting I'll list the key points to bear in mind when you're putting the timetable together.

I'd like to do approximately 80-85 interviews

There will be 4 pairs of reviewers interviewing

The first interview is normally at 0900 and the last one at 1630. You need to include 30 minutes observation time in each practice/clinic and you also need to include a break of 30 minutes after 2 interviews (or 15 minutes after each interview) to allow for writing up and coding. Allow about 60 minutes for lunch.

Travel time needs to be included. Ideally it would be good if we could limit travel between clinics/practices etc to once or twice a day.

During the observations the reviewers will not engage with patients,

We normally interview staff individually but in the case of nursing staff we can interview them 2 together as long as they are the same grade

On Wednesday we interview the executive team

Interviews, except executive team are normally 30 minutes duration. Executive team interviews are 60 minutes duration

### GP practices

Visit 4 practices- two in Gosport/two in Fareham

Interview the following staff: receptionist/GP/practice manager/community nurse/practice nurse/health visitor (if appropriate) plus observation

### GWMH

Nursing staff x2

Support staff x2

Clinical manager/service manager

Physiotherapists

Podiatrists

Speech and language therapist

Clinical pharmacist

Medical staff (I have discussed this with the review manager for East Hampshire PCT and he is happy for me to interview medical staff that are employed by that PCT-he will seek permission from them for me to do this)

Observation

### St Christophers Hospital

Senior Nurse

Nursing staff x 2

Support staff x2

Occupational therapists-possibly from CES team

Physiotherapists-possibly from CES team

observation

### Learning Disabilities

26/03/2004

Nursing staff  
 Therapists  
 Support staff  
 Management team  
 Breast screening nurse

### Executive team

Chair  
 Chief executive  
 Director of Nursing and Clinical Governance  
 Director of Finance  
 Director of Public Health  
 Director of Strategic Development  
 Operational Director  
 Medical Director  
 Non Execs: Mary Kilbride  
 Karen Woods  
 Michael Croucher  
 Anne Stewart  
 PEC Chair  
 PEC Nurse Member  
 PEC Therapist member  
 GP clinical governance lead  
 Head of primary care  
 Director of personnel  
 Head of commissioning and planning  
 Clinical governance managers community and primary care  
 Head of Therapies Liz | Markin

21

23

Other staff-some of these may be done on Monday or Tuesday

PRIMIS facilitator  
 Complaints manager  
 Risk and litigation manager  
 Information analyst  
 Training and development manager  
 GP tutor  
 Pharmaceutical advisor  
 Prescribing advisor  
 Patient and public involvement manager  
 Staff side representative

For dentists, optometrists and pharmacists I'd like to visit two each of them. We can do this in a couple of ways;  
 review team go out and visit them or invite them in for a focus group at the PCT at lunch time or invite them to an evening focus group say from 6-7pm. I'm quite flexible and happy to fit in with what's easiest for you and them.

We will also do an evening visit to the community hospitals and out of hours service.

Suggestions for timetable:

Monday am - 2 teams to WMH/2 teams to GPs  
 Monday pm - 2 teams to GPs/2 teams to St Christophers Hospital (one team could possibly do 2 interviews at the hospital and then interview management team for learning disabilities)  
 Tuesday 1 team learning disabilities all day  
 AM/PM two teams dentists optometrists/pharmacists/dentists and one team to start interviewing other staff

PM as above

I appreciate this seems a large number of staff, but we can review it if its proving impossible to do the timetable.

I'll be in the office all day Monday so please call me if there's any problems.

Have a good weekend

Regards  
Margaret

Margaret McGlynn  
Review Manager  
Commission for Health Improvement  
Finsbury Tower  
103-105 Bunhill row  
London EC1Y 8TG

Direct Dial: Code A

Mobile: Code A

\*\*\*\*\*

The information contained in this message is intended for the addressee only. If you have received this message in error you must not read use or disclose the email contents; you should notify us immediately (by clicking "Reply") and delete this email. The unauthorised use, disclosure, copying or alteration of this message is strictly forbidden.

Any views expressed in this message are those of the individual sender, except where the sender specifically states them to be the views of the Commission for Health Improvement.

Please check for viruses before accessing attachments. Although we endeavor to keep files clean we can take no responsibility for any damage caused by contagion.

\*\*\*\*\*