

# CONFERENCE

## ■ NETWORK ■

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- 7.10 A GP under investigation in role as clinical assistant (Gosport War Memorial) GMC investigation withheld until the police investigation is completed.
- 7.11. Independent contractors have own induction arrangements, but Practitioner Patient Services Agency Winchester have all initial contacts providing all necessary information.  
Dental Practitioners also are provided through Post Graduate Education a course on ~~GDS~~ General Dental Services (GDS) organised through the Southampton <sup>Assistant</sup> Post Graduate Dean
- 7.12 (1) General Medical Practitioners are provided with a small range of occupational services through the ~~st~~ occupational health service. It is basically a service for employment and long term sickness. Carecare ~~is~~ a telephone <sup>help</sup> service provided for all Trust Staff, is also provided for General Medical Practitioners in Gosport to allow any 'fall out' from the Gosport War Memorial situation.
- (2) This is a confidential service and the activity is only provided in usage.
- (3) Clinical Governance improvement expected is a less stressed GP workforce.
- 7.13. (1) The objective is to ensure registration with the relevant registering body
- (2) The Practitioner Services Agency Winchester organise the process
- (3) There is assurance that no single contractor is able to have access to a volume on the Ford & list of independent contractors

All independent contractors provide original registration forms and these are checked against the relevant national registering body list.

*Justina - hope this is  
what you need. M*

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- 3.5 Please describe briefly either one or two examples of how the PCT supports staff and independent contractor who want to develop skills and, or initiatives for improving patient and public involvement (in accordance with Section 11 of the Health and Social Care Act 2001).

**IH/KR/NK**

*Customer Care Course  
Patient & Public Involvement Committee  
Development of new complaints training*

*Margaret ?*

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- 3.6 Please describe briefly the PCT's managed systems and processes for enabling patients, carers, users and the public to raise issues of concern or to make complaints. [nb Please refer to CHI's guidance above on how to structure your answer on your managed systems and processes.]

**FC/KR/NK**

*PALS  
Complaints Process – local too  
Pathfinder Patient Forums  
Links to NCSC & Social Services  
Verbal complaints recording*

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- 3.7 Please describe briefly either one or two examples of how the PCT specifically caters for the needs of individuals with a disability (eg physically disabled, visually impaired etc).

**IH/FC/KR/NK**

*Diversity Group  
Maketon symbols – within LD services – building & interior design  
Hearing Loops  
PCT publications in Braille  
Patient transport  
General access to most premises which meets DDA requirements  
Board Meetings in public – always in appropriate venues.  
Public Meetings in public – always in appropriate venues.*

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- 3.8 Please describe briefly either one or two examples of how the PCT specifically caters for the needs of individuals whose first language is not English.

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- 7.2 Please describe briefly the PCT's managed systems and processes for staff management, including monitoring and reporting on vacancy rates, sickness rates, and staff turnover rates. [nb Please refer to CHI's guidance above on how to structure your answer on your managed systems and processes.]

Service Reviews are produced by the Personnel Dept on a quarterly basis, reporting on staff establishment, sickness and turnover rates. This data is then presented to the Trust Board by the Personnel Director in the form of HR Performance Indicators.

Data provided to service managers at a local level. Community hospitals recruitment and retention group. PCT actively promotes adaptation for nurses from overseas (in country already)

- 7.3 Please describe briefly any areas in your PCT that:

- a) are particularly difficult to staff:

We currently have difficulty recruiting to some areas of Learning Disabilities, in particular Healthcare Support Workers. We also have difficulty recruiting to Physiotherapy posts. Nursing posts in community hospitals.

- b) particularly attract staff:

We receive large numbers of applications for Healthcare Support Worker roles at our Gosport Hospital

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- 7.4 Please describe briefly either one or two examples of joint planning and recruitment of staff with other local PCTs, social services or other organisations.

We are working closely with the recruitment lead for our Workforce Development Confederation who is co-ordinating recruitment projects in the area. As part of this we are taking part in the national 'Jobshop' campaign with other local healthcare Trusts. We are currently advertising for a joint workforce analyst post for our local PCTs

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- 7.5 Please describe briefly either one or two examples of workforce planning by the PCT.

- 7.10 Please describe briefly any cases of staff or independent contractors who are currently suspended or subject to investigation. (Please do not identify individuals by name).

One Medical Secretary suspended on suspicion of substance misuse  
 One Healthcare Support Worker in Learning Disabilities suspended due to an allegation of assault  
 One Bank Healthcare Support Worker in Learning Disabilities suspended due to an allegation of assault

*Comment - Gosport War Memorial - One GP under investigation in role as clinical assistant (Gosport War Memorial)*

- 7.11 Please describe briefly the induction arrangements for new members of staff (employed and independent contractors).

Managers complete an induction checklist with new staff as part of their induction on their first day. New staff are then booked onto the Trust 2 day induction (programme available). Thereafter a department specific induction is provided by the line manager 1 day to 2 weeks. LD have a specific one week induction programme then an induction package in post.

*Independent contractors have our induction arrangements - courses are available for General Dental Practitioners. Contact with all practitioners is made by PPSA when entering into contact*

- 7.12 Please describe briefly the PCT's arrangement for providing staff and independent contractors with access to occupational health services. Please clarify whether this service includes independent contractors and their practice staff.

All staff have access to an Occupational health Department under the terms of a Service Level Agreement. The PCT also has an ill health and disability policy, and all staff have access to an Employee Assistance Programme.

*General practice has access to some occupational health service - mainly around recruitment. Coverage has also been offered to Gosport GPs due to the effect on them of Gosport War Memorial*

- 7.13 Please describe briefly the PCT's arrangements for checking the registration and qualifications of all clinical staff in both community health services, specialist provider services and among GPs and dentists (eg bank/agency staff, locums etc).

Registration and qualification checks are part of the PCTs pre-employment checks. Part of our Service Level Agreement with Agencies who provide staff is that they will carry out these checks. It is understood that NHS Professionals will have their own checking procedures.

*PPSA at Winchester carry out the checks requiring the original documentation.*