

Justin

Fareham and Gosport PCT Clinical Governance Review 2004

What examples exist of the PCT using staff feedback to improve patient, user and carer experience?

The Adverse Event Process

1. Fareham and Gosport Children's Services promotes the completion of Risk Event Forms for all adverse events
2. On receipt of a Risk Event Form, the line and service manager act to minimize reoccurrence
3. A quarterly report of all Adverse Events, and the action taken to minimise reoccurrence is compiled
4. This report is considered by the Children's Services Risk Event and Near Miss Panel
5. The Panel ensures that the actions taken by the line and service manager are appropriate
6. In cases where the process of minimising the reoccurrence of Adverse Events is complex, the Panel assists the service manager in problem solving
7. The Adverse Event Report, and the notes of the meeting of the Risk Event and Near Miss Panel, are circulated to staff

Attached is the Adverse Event report Oct-Dec 2003, the notes of the meeting of the Risk Event and Near Miss Panel held 23 February 2004, and the Terms of Reference for the Panel.

The Complaints Process

1. The PCT's complaints process is followed
2. All informal and formal comments and complaints about the service are documented and the action taken to address, and the lessons learnt, shared with the wider Children's Services Team

The Part 8 Review Process

1. A summary is compiled of all Hampshire Area Child Protection Committee's Part 8 Review Sub Committee's Overall Reports of Internal Management Reviews Relating to children
2. This document is considered by the PCT's Child Protection Management Team, and necessary actions agreed
3. The summary is circulated throughout the PCT via the Named Nurse and Named Doctor – Child Protection

Attached is a copy of a Part 8 Review summary.

Elizabeth Emms, March 2004