

REVIEW OF COMMUNICATION

Report By: Review Group

Wards Affected

County-wide

Purpose

1. To note progress on the review of Communication..

Financial Implications

2. No resource implications have been identified in relation to this item.

Background

3. In considering its work programme in October 2003, and following the consultation exercise on the provision of Ear, Nose and Throat Services where a number of communication related issues were raised, at a meeting on 23rd June 2004 the Committee considered the work necessary for the review of communication and morale in the health service to progress, and agreed a draft scoping statement at its meeting of 9th December 2004. At its meeting of 16th June 2005, the Committee discussed the scope of all the reviews it was undertaking and agreed that they should be broken down into a series of smaller, sharper, shorter reviews.
4. A scoping statement for a review of the Health Service wide communications strategy and procedures to assess their effectiveness is appended.
5. Meetings have taken place with senior officers of the Hereford Hospitals NHS Trust (HHT) and of the Herefordshire Primary Care Trust (PCT). Although neither organisation has a formal Communications Strategy, the discussions highlighted the methods that are being used to communicate with staff, patients and the general public.
6. It is too early to form an opinion as to how effective communication channels are within each organisation. However, a further meeting with staff from the HHT and PCT is planned for the 26th September to evaluate whether the processes adopted are effective.
7. Following this meeting, the Review Group will be in a position to consider the issue of communication locally in the health service through analysis of the information obtained from the meetings and documents received, and make its recommendations accordingly, with a view to reporting to this Committee by December 2005.

BACKGROUND PAPERS

- None identified