

## 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. At its meeting of 16<sup>th</sup> 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. As reported to Committee at its last meeting of 22nd September 2005, 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.
5. A further meeting has now taken place with staff and union representatives of the Hereford Hospitals NHS Trust that has gone some way to endorsing the views expressed by the senior officers of each organisation, although there is still a need to further consider the issue of external communication, particularly with patients. Arrangements have been made for meetings with the Patients Forum and the Patient Advice and Liaison Service (PALS). Following these meetings the Review Group expects a report to be available to Committee early in the New Year.

### BACKGROUND PAPERS

- None identified