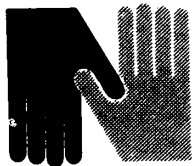


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NURSING QUALITY ASSURANCE DIRECTORY

Second Edition, 1988

RCN Standards of Care Project

**126 ALBERT STREET
LONDON NW1 7NF**

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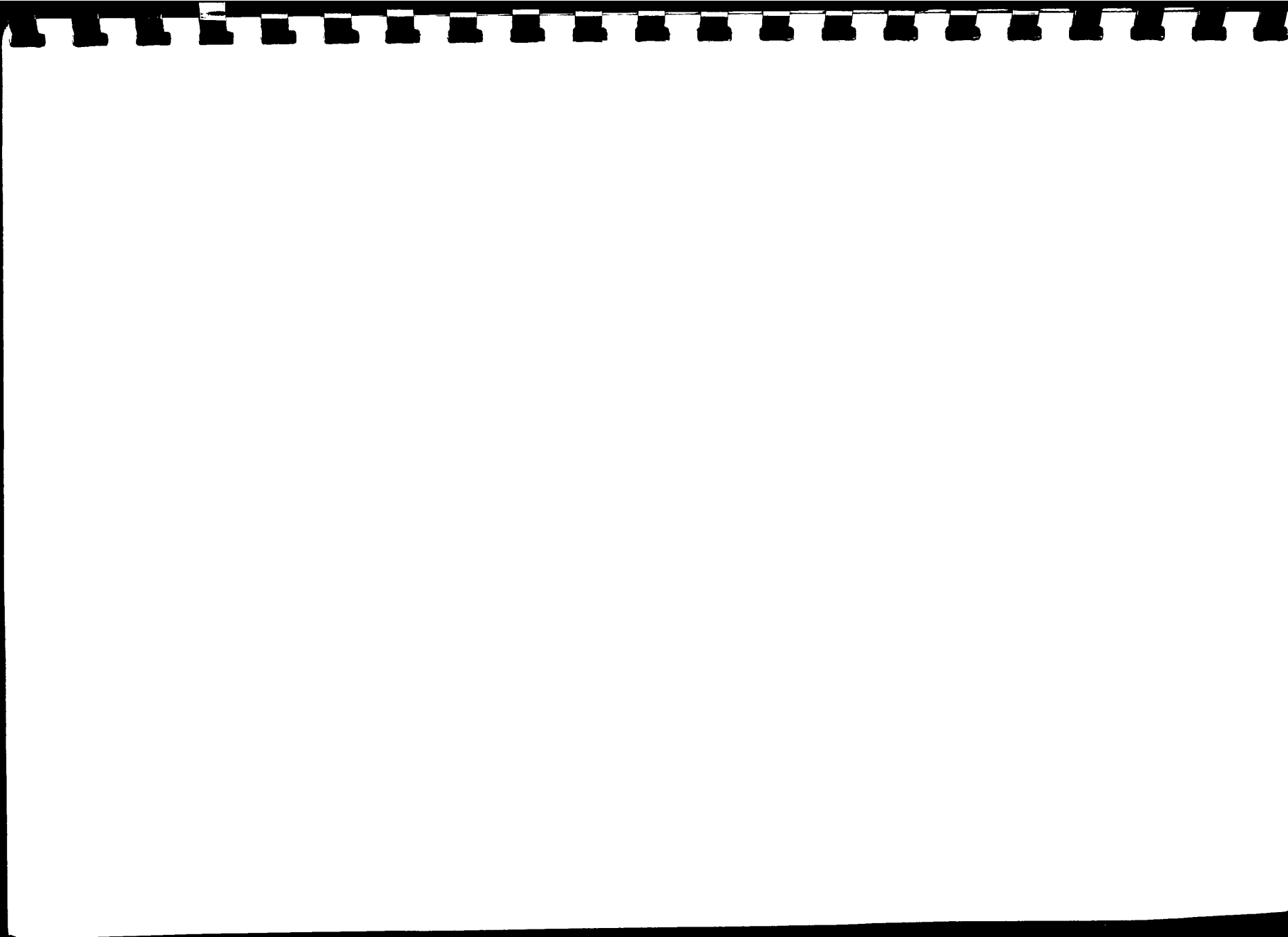
RCN STANDARDS OF CARE PROJECT
NURSING QUALITY ASSURANCE DIRECTORY

SECOND EDITION

1988

PROJECT TEAM

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Research Assistant:	Gill Harvey BNurs RGN HVCert NDNCert
Administrative Secretary:	Maryla Guzinska



ACKNOWLEDGMENTS

The publication of the second edition of the Nursing Quality Assurance Directory has been dependent on the hard work and good will of many people. Firstly to all those individuals in health authorities who responded to the letters for information; secondly to Sheila Mackie-Bailey who painstakingly organised the mailing list and did the hard work; to Maryla Guzinska and Julia Woods who had to cope with the typing and correcting; to Gill Harvey whose composure always won through and final to Chris Cuninghame and Anne Holdich Stodulski at the King's Fund for their invaluable help and support. A true demonstration of team work. Many thanks.

Alison Kitson

PREFACE

A clear and concise reference document describing quality assurance activities is an invaluable aid to all those working in this area. The first edition of the Nursing Quality Assurance Directory published in 1987 was just such a document and the publication of this second, greatly enlarged edition of the directory reflects the significant growth in quality assurance activity which has taken place since that time, as well as an increased willingness to share experience and expertise amongst those involved in the field.

This publication also marks the beginning of a joint venture between the RCN Standards of Care Project and the King's Fund Quality Assurance Programme in the collection and dissemination of information relating to quality assurance. We hope that it will be the first of a series of collaborative exercises between organisations with a shared interest in the promotion and exchange of information and experience in this field. The information in this directory will eventually be included in the Quality Assurance Programme's Quality Assurance Information Service database and in this way will become available to both nurses and the wider audience concerned with quality, thus contributing to the body of information relating to quality.

The purpose of the Quality Assurance Programme is to generate a clearer understanding of quality and quality assurance as it applies to all aspects of health care, by the promotion and dissemination of good practice and by the provision of a national resource for the exchange of information in this field. As a component of this, the programme offers an information service and opportunities for information exchange to any health service professional interested in quality issues as well as networking and support services for clearly identified groups of staff.

Tessa E Brooks
Director, Quality Assurance Programme

INTRODUCTION

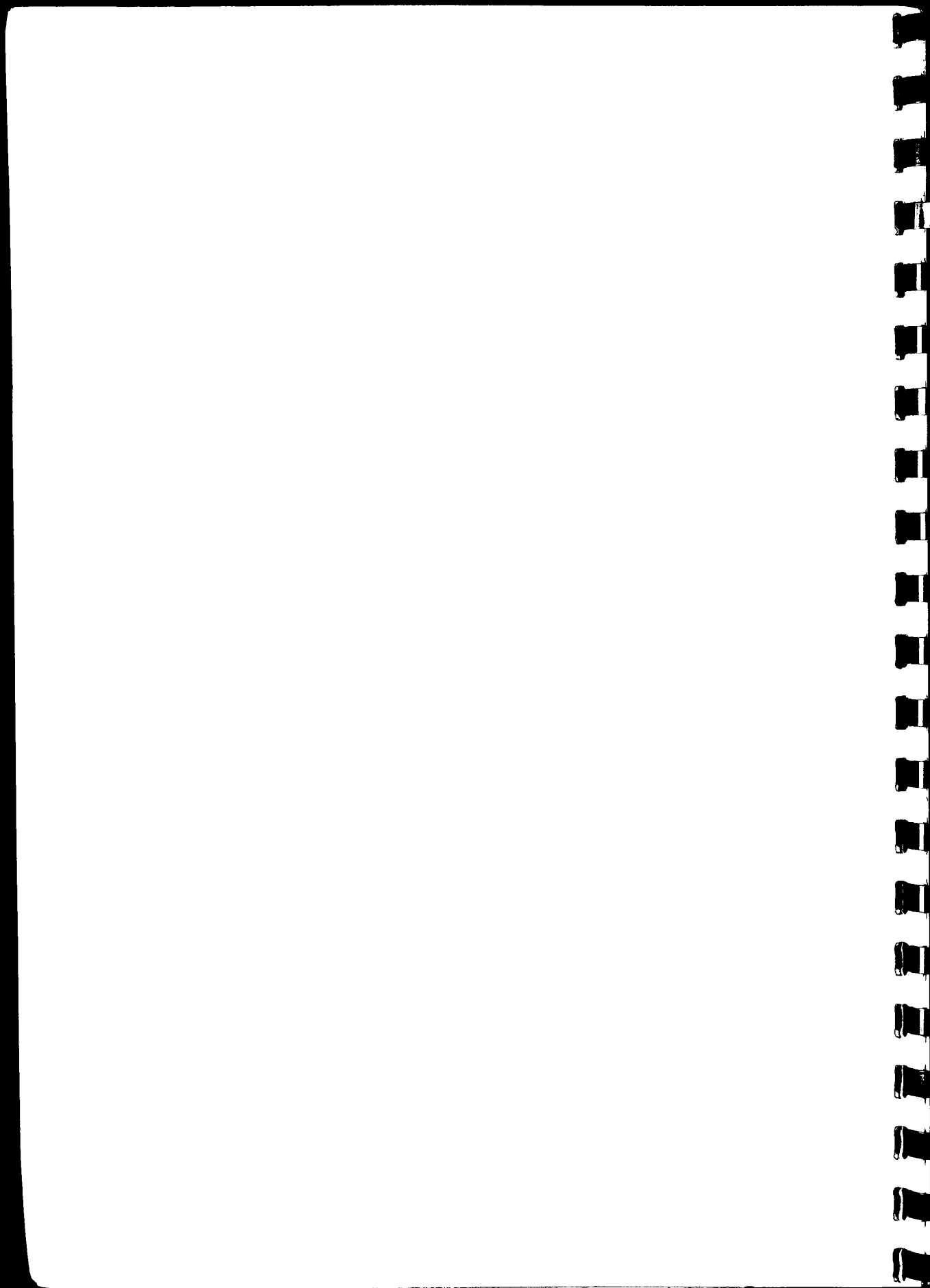
The first publication of the RCN's Nursing Quality Assurance Directory recorded the activities of over three hundred individuals in 192 District Health Authorities in England. In our second edition we committed ourselves to providing comprehensive data from England, Scotland, Northern Ireland and Wales. This we have managed to do - with a dramatic increase in the volume of the data received. From a slim 53 page first edition we have exceeded 130 pages of data within 12 months of our first publication. This is indeed a demonstration of the amount of activity and energy being expended in the area of nursing quality assurance.

Another development has been in the growing diversity of quality improvement projects being undertaken. Whilst a significant proportion of activity still relates to the use of pre-formulated tools such as Monitor, Qualpacs, Quest and various audits, growing numbers of nurses are starting to monitor their performance through setting their own standards and criteria. Interest in the use of patient satisfaction surveys has also increased. The trends developing within regions and between countries are picked up in Fig. 1.

We have also made a number of alterations to the format of the document. The new index (p.141) provides a comprehensive list of District Health Authority abbreviations which are used in the summary index (p.144) illustrating uptake of tools by specialty and District Health Authority. We hope the index will be easy to use and will provide the sort of breakdown of information required.

As with the first directory our intention is to provide a practical working tool to be used by practitioners to network information and seek support and advice. Our collaboration with the King's Fund Quality Assurance Project is an exciting development in that the information from the Nursing Quality Assurance Directory will be accessed into the King's Fund data base. This will ensure a more extensive networking of the information, particularly on a multidisciplinary basis.

The RCN Standards of Care Project will continue to update the directory on a yearly basis in collaboration with the King's Fund. We will continue to use the format as outlined in Appendix 1. Again, any comments on how we can refine this would be very welcome.



<u>NAME OF CO-ORDINATOR/ CONTACT PERSON</u>	<u>ADDRESS & TEL. NO.</u>	<u>CLINICAL SPECIALTY</u>	<u>MEASUREMENT INSTRUMENT: PROJECT DETAILS/ RECENT DEVELOPMENTS</u>
1. <u>NORTHERN REGIONAL HEALTH AUTHORITY</u>			
1. Darlington H.A.			
i) Mrs J Fox Head of Patient Services	Darlington Memorial Hospital Hollyhurst Road Darlington Tel: 0325-380100 ext.3098	Acute Unit	<ul style="list-style-type: none"> - Criteria for Care, short trial - Re-application Aberdeen Staffing formulae - Project questionnaire staff/patient attitudes - Evaluation in progress analysis of ward accidents
ii) Mrs A Morris Patient Services Manager (Surgery)	Ditto (ext. 3500)	Surgery	<ul style="list-style-type: none"> - Questionnaires - Discharge procedures; admission procedures - 2 wards - Compliance with procedures with observations and interviews, all grades of staff. Trial of in house pressure sore scoring system. Orthopaedic wards in progress. Trial of Douglas scoring systems to commence May 1988. Colposcopy information sheet/questionnaire for day ward patients
iii) Mr D Flett Deputy Unit General Manager	Community Health Dept, Archer Street Darlington Tel: 0325-380100 ext. 3089	Community	<ul style="list-style-type: none"> - Projects in progress on quality assurance. Evaluating methods to set up quality circles in District Nursing, Health Visiting and School Nursing
iv) Mr R Bainbridge Residential Services Manager	Aycliffe Hospital Heighington Darlington DL5 6QA Tel: 0325-380100	Mental Handicap	<ul style="list-style-type: none"> - Continuous Audit of Residential Environment Standards - Individual Programme Planning - Modified Telford to determine appropriate nurse staffing levels - Aberdeen System (Mental Handicap) - National Development Team (Nurse Recommendations)

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1. Gateshead H.A. (cont.)			
iv) Mrs A J Bentham	Dunston Hill Hospital Whickham Highway Gateshead Tyne and Wear NE11 9QT Tel: 091-460444	Geriatrics	- Senior Monitor
v) Mrs B Dickson Nurse Manager Critical Care	Queen Elizabeth Hospital Sheriff Hill Gateshead Tyne & Wear NE9 6SX Tel: 091-487-8989	Critical Care	- Standards for intensive care units Dependency weighted occupancy as a method of determining staffing establishments
1. Hartlepool H.A.			
i) Mr T G Bennett Chief Nursing Adviser	General Hospital Holdforth Road Hartlepool Cleveland TS24 9AH Tel: 0429-266654 ext. 2247		- Oversees all work undertaken on quality assurance - Aberdeen System - Quality Circles
ii) Mrs E Hume Senior Nurse Adviser	Ditto (ext. 2319)		- Monitor - Research Proposal for In-patient Satisfaction Survey
iii) Mr J F Mallaby Nurse Adviser	Ditto (ext. 2475)		- Consumer Satisfaction Survey - Out-patient Department and X-Ray Department
iv) Mrs J Hunter Clinical Teacher	Ditto (ext. 2627)		- Monitor

<u>NAME OF CO-ORDINATOR/ CONTACT PERSON</u>	<u>ADDRESS & TEL. NO.</u>	<u>CLINICAL SPECIALTY</u>	<u>MEASUREMENT INSTRUMENT: PROJECT DETAILS/ RECENT DEVELOPMENTS</u>
1. Hartlepool H.A. (cont.)			
v) Mr K T Niemz Director of Nurse Education	Ditto (ext. 2258)		- Educational audits/ward profile
vi) Mr C Thompson Support Services	Ditto (ext. 2455)		- Quality Circles in Support Services Division (e.g. Domestic, Laundry, Portering)
1. Newcastle H.A.			
i) Helen Quinn Senior Nurse (Research)	Continuing Nurse Education Department 16/17 Framlington Place Newcastle upon Tyne NE2 4LP Tel: 091-232-5131 ext. 24283/24292	All specialties	- <u>Preliminary</u> Demand and supply model for Nursing by November 1988
		All acute services Care of the Elderly	- Criteria for Care
		High Dependency Units Midwifery Renal Units	- Classification Systems to be developed
		Paediatric Units	- Junior Monitor when available
ii) Mrs A Amour Director of Community Nursing Services	Community Unit Newcastle General Hospital Westgate Road Newcastle upon Tyne NE4 6BE Tel: 091-273-8811	Community	- Community Resource Management Project

<u>NAME OF CO-ORDINATOR/ CONTACT PERSON</u>	<u>ADDRESS & TEL. NO.</u>	<u>CLINICAL SPECIALTY</u>	<u>MEASUREMENT INSTRUMENT: PROJECT DETAILS/ RECENT DEVELOPMENTS</u>
2. Hull H.A.			
i) Mr G James Authority Nurse/Quality Assurance Research or Mr B Totterdell Quality Assurance Manager	General Contact People for Quality Assurance projects in the District Victoria House Park Street Hull HU2 8TD Tel: 0482-223191 ext. 2236	All areas of the District Furthest developed in: Theatres, various aspects of acute care. All adult specialties All elderly care wards All adult acute areas except Maternity Care District Nursing All acute areas of the District Mental Handicap Hospitals Mental Handicap Community	- Standard setting using Kendall/Kitson approach - Monitor - Senior Monitor - Health Policy and Advisory Unit Patient Satisfaction Survey - "What the Patient Thinks" - District Nursing Monitor - Telford System - Adaptation of Continuous Audit of Care Environment (CARE) - Adaptation of National Development Group for the Mentally Handicapped Checklist of Standards
ii) Ms M Astley Assistant Patient Care Manager	Hull Royal Infirmary Anlaby Road Hull HU3 2KZ Tel: 0482-28541	Accident and Emergency	- Development of standards for practice in consultation with the King's Fund
iii) Mrs D Todd Senior Nurse	Ditto	Paediatrics	- Development of standards for care in association with RCN

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2. Hull H.A. (cont.)			
iv) Mr J Rogers Chief Nursing Adviser	Victoria House Park Street Hull HU2 8TD Tel: 0482-223-191 ext. 2236	District Level All Consumer Groups	- Regular Quality Assurance Forum involving voluntary bodies, Authority Members, CHC, QA Staff. Intended to provide forum for consumer feedback and participation
v) Mr B Totterdell Quality Assurance Manager	Ditto	District Level	- Development of definitive statement of the rights and responsibilities of patients - Eventual developments of associated questionnaires, visiting schedules and evaluative techniques - Database of patients complaints on computer to facilitate analysis and identify trends
vi) Mr E R Jefferson Care Group Manager	Mental Health Department Victoria House Park Street Hull HU2 8TD Tel: 0482-223-191	Community Mental Health	- Development of statements of good practice (in conjunction with East Yorkshire Health Authority). Eventual aim to develop standards of care
2. Leeds Eastern H.A.			
NO INFORMATION AVAILABLE AT TIME OF PUBLICATION			
2. Leeds Western H.A.			
i) Ms M Lindsay Research & Development of Clinical Standards	Continuing Education School of Nursing The General Infirmary at Leeds Great George Street Leeds LS1 3EX Tel: 0532-432-799 ext. 2422	General Care of the Elderly District Nursing	- Monitor - Senior Monitor - District Nursing Monitor - Plan to progress to standard setting

<u>NAME OF CO-ORDINATOR/ CONTACT PERSON</u>		<u>ADDRESS & TEL. NO.</u>	<u>CLINICAL SPECIALTY</u>	<u>MEASUREMENT INSTRUMENT: PROJECT DETAILS/ RECENT DEVELOPMENTS</u>
2.	Northallerton H.A.			
i)	Mrs J Macgregor Director of Nurse Education	Friarage Hospital Northallerton North Yorkshire DL6 1JG Tel: 0609-779911 ext. 2037	Acute Care of the Elderly Education	- Monitor: Annually on acute wards - Senior Monitor: Annually on elderly care wards and community hospitals - Training Review Committee
ii)	Miss J Mitchell Head of Midwifery	Ditto	Midwifery	- Midwifery Monitor - pilot - Standard Setting - Wessex System
iii)	Mr J McGarva Director of Nursing Services	Ditto	Out-patients General Out-patients/theatres	- Patient/consumer satisfaction systems - Telford System - Goddard System - Standard setting
iv)	Mr J. Smith Headquarters Services Manager	Ditto	All disciplines	- Quality Circles
v)	Mr C Wilkie Head of Mental Handicap	Ditto	Mental Handicap	- Wessex System
vi)	Mrs C Boyes Community Development Manager	Ditto	Community	- Rook's Report
vii)	Miss M Huxtable	Leyburn Health Clinic Brentwood Lodge Brentwood Leyburn DL8 5EJ Tel: 0969-22125	District Nursing	- District Nursing Monitor - pilot

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2. Pontefract H.A.			
i) Mr J Kelly Chief Nursing Officer/ Director of Personnel	Ackton Hospital Ackton Pontefract West Yorkshire WF7 6HT Tel: 0977-791221	General Care of the Elderly District Nursing General Midwifery Psychiatry	- Monitor - Senior Monitor - District Nursing Monitor - pilot - Standard setting system - currently looking at this with the intention of implementation - Telford and Goddard Systems have been used up to 1985 - Wessex System
2. Scarborough H.A.			
i) Mrs H M Kent Director of Nursing Administration	Scarborough Hospital Scalby Road Scarborough YO12 6QL Tel: 0723-368111	General	- Telford
ii) Mrs E Parker Deputy Director of Nursing Services	Ditto	Acute Geriatrics	- Monitor - Senior Monitor
2. Scunthorpe H.A.			
i) Miss M H Mullineux Chief Nursing Officer	Scunthorpe H.A. Trent House Hebden Road Scunthorpe DN15 8DT Tel: 0724-282-282	General	- Monitor

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2. Wakefield H.A.				
i)	Mr G I Hanna Nurse Adviser	Stanley Royd Hospital Aberford Road Wakefield WF1 4DQ Tel: 0924-375217	Mental Illness	- Quality Circles
ii)	Mrs J B Wilkes Assistant Unit General Manager	Manygates Maternity Hospital Barnsley Road Wakefield WF1 5NS Tel: 0924-375217	Midwifery	- Wessex System used in 1987 - Telford System just completed July 1988. - Criteria for Care - Maternity Care in Action, Parts I, II, III. N.B. Awaiting Yorkshire Regional Health Authority Guidelines for standard setting in maternity services - expected August 1988 - Care is monitored locally by the community midwife formally asking each mother, at the time of discharge, to comment on her care. These comments are passed back to those providing the care and considered at the managers meeting
iii)	Miss P A Jessop Assistant Unit General Manager	Pinderfields General Hospital Aberford Road Wakefield WF1 4DG Tel: 0924-375-217	Acute and Elderly Services	- Basic dependency in each ward - Goddard Dependency Study - Orthopaedic and Care of the Elderly wards - ICU - continuous survey being undertaken - Q Plan - devised by Clinical Nurse Manager specifically for Paediatrics and currently being adapted for use in other areas
2. York H.A.				
i)	Mr F Robertson Assistant Director of Nursing Services Mental Health Unit	Mental Health Unit Bootham Park Hospital Bootham York YO3 7BY Tel: 0904- 610-777	Mental Health	- Monitor - recently piloted, now being applied across the unit

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2. York H.A. (cont.)			
ii) Mrs J Day Assistant Director of Nursing Services	Acute Unit District Hospital Wigginton Road York YO3 7HE Tel: 0904-31313	Acute (General Hospital) Services	- Telford in early stages of implementation - Time out approach being applied - Huddersfield system being looked at - Tamworth & Litchfield system being reviewed
iii) Mr P Keane Assistant Director of Nurse Education	York & Scarborough School of Nursing District Hospital Wigginton Road York YO3 7HE Tel: 0904-31313 ext. 273	Nurse Education	- Conjoint Evaluation Scheme - a peer review system between the York & Scarborough School of Nursing and North Lincolnshire School of Nursing. This provides for each School of Nursing to evaluate the performance of the other on an ongoing basis with the production of an annual report
iv) Mr R Wilk Unit General Manager	Community Health Unit Monkgate Health Centre Monkgate York Tel: 0904-30351	Community Health	- Cheltenham pack used for Health Visiting. - Huddersfield method used for District Nursing. The results of these are currently being analysed
3. <u>TRENT REGIONAL HEALTH AUTHORITY</u>			
3. Barnsley H.A.			
NO INFORMATION AVAILABLE AT TIME OF PUBLICATION			
3. Bassetlaw H.A.			
i) Mrs A Wainwright	Bassetlaw H.A. Barrowby House Highland Grove Worksop Notts Tel: 0909-485321	Basic Acute Maternity Psychiatry Elderly Paediatrics	- Central Manchester Nursing Information System. Implementation commenced on 4 July 1988

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3. Central Nottinghamshire H.A.				
i)	Mr K Hurst	Research Department Ransom Hospital Rainworth Near Mansfield Notts NG21 0ER Tel: 0623-22515 ext. 4647	Psychiatry	- Application and development of Monitor and Criteria for Care
			Community	- Application and development of Monitor
			Acute (General)	- Continuous patient satisfaction study
ii)	Mr C Sakkal-Appleby	The Health Centre Sutton-in-Ashfield Tel: 0623-557-646	Community	- Patient Satisfaction
iii)	Mrs J Pepper	Newark General Hospital London Road Newark-on-Trent Notts NG24 1TG Tel: 0636-73841	Community	- Patient Satisfaction
iv)	Mrs C Cheetham Ward Sister	Ditto	Surgical Unit	- Patient Satisfaction with pre-discharge information
v)	Mrs P Farr	Millbrook King's Mill Hospital Mansfield Road Sutton-in-Ashfield Notts NG17 4JL Tel: 0623-22515	Community Mental Health	- Application of Monitor and Criteria for Care for community psychiatric nurses
vi)	Miss P Preston	The Dukeries Centre King's Mill Hospital (as above)	Paediatrics/ Midwifery	- Application and development of Monitor and Criteria for Care
vii)	Mrs J Rookes	Theatre King's Mill Hospital (as above)	Theatres	- Quality Assurance in the Recovery Room

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3. Central Nottinghamshire H.A. (cont.)			
viii) Miss C P McCalman	Unit Headquarters King's Mill Hospital (as above)	General: Acute area	- Monitor and Criteria for Care
ix) Mr K Hague Mr J Durani	Out-Patients Department Mansfield & District General Hospital West Hill Drive Mansfield Notts NG18 4HH Tel: 0623-22515	Out-patients	- Quality Assurance in the Out-patients Department
x) Mr A Bailey	Accident & Emergency Department Mansfield & District General Hospital (as above)	Accident & Emergency	- Evaluating the triage system of care
3. Doncaster H.A.			
i) Mrs P Tagg	Doncaster Maternity Hospital Royal Infirmary Doncaster South Yorkshire DN2 5LT Tel: 0302-66666	Midwifery Unit	- Standards of Care
ii) Mrs P M Jackson Acting Director of Nursing Services (Community)	Community Unit Alverley Lodge St. Catherine's Hospital Doncaster Tel: 0302-854661	Community Nursing	- Communication form - District Nursing - Nursing Process Documentation on Health Visiting Infant Record Cards. (Both of of these are implemented and will be evaluated in September, 1988.)

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1.	Darlington H.A. (cont.)			
v)	Mr I Patterson Quality Assurance Officer	Community Block 'L' Darlington Memorial Hospital Hollyhurst Road Darlington Tel: 0325-380100	Community	- Quality Assurance Systems a) Domiciliary Services b) Day Care Provision c) Community Residential Units
1.	Durham H.A.			
i)	District Nursing Officer	Durham H.A. Appleton House Earls House Hospital Lanchester Road Durham DH1 3RD Tel: 091-386-4911		- NO PROJECTS TO REPORT
1.	East Cumbria H.A.			
	INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
1.	Gateshead H.A.			
i)	Mr M G Jellett Assistant General Manager, Nursing & Support Services	St. Mary's Hospital Stannington Nr Morpeth Northumberland Tel: 067089-333	Mental Health	- Telford System, completed June 1987 - Aberdeen System, completed June 1987
ii)	Mr S Y C To Assistant General Manager, Quality & Performance Review	Ditto	Ditto	- Setting care standards, initiated in June 1987 - ongoing - Criteria for care/psychiatric/Monitor - pilot study completed on one psychogeriatric ward, September 1987

<u>NAME OF CO-ORDINATOR/ CONTACT PERSON</u>	<u>ADDRESS & TEL. NO.</u>	<u>CLINICAL SPECIALTY</u>	<u>MEASUREMENT INSTRUMENT: PROJECT DETAILS/ RECENT DEVELOPMENTS</u>
1. Gateshead H.A. (cont.)			
ii)			<ul style="list-style-type: none"> - Follow up study on quality of life of long stay patients after discharge from hospital, completed July 1987. To be repeated in July 1988 - Measurement of quality of life including dimensions of mental and physical health status, accommodation, occupation, recreation, social network and self care competence - Psychiatric nursing audit, study commenced June 1988, scheduled completion April 1989 - Package originated from Central Nottingham H.A. with additional modification by Gateshead Mental Health Unit (no manpower study included) - Patient Satisfaction Survey, local study piloted in May 1988, to be extended to cover majority of in-patient population in August 1988 - Performance Indicators, analysis of the four yearly published data relevant to the performance (resource allocation and utilisation manpower etc.) completed in June 1988. To be repeated yearly - Quality Circles - to be piloted in September 1988
iii) Mr D N Preston	Bensham General Hospital Gateshead Tyne & Wear NE8 4YL Tel: 091-478-3313	Care of the Elderly	<ul style="list-style-type: none"> - Introducing Senior Monitor on wards for elderly patients

1	<u>NAME OF CO-ORDINATOR/ CONTACT PERSON</u>	<u>ADDRESS & TEL. NO.</u>	<u>CLINICAL SPECIALTY</u>	<u>MEASUREMENT INSTRUMENT: PROJECT DETAILS/ RECENT DEVELOPMENTS</u>
	South Tyneside H.A.			
	INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
	1. South West Durham H.A.			
	i) Mr J Reed District Nursing Officer	South West Durham H.A. 'Claremont' Princes Street Bishop Auckland County Durham DL14 7BB Tel: 0388-605811 ext. 221	Acute - Medical/ Surgical Geriatrics Community Community Mental Illness All Specialties except Mental Illness All Specialties	- Monitor - Senior Monitor - District Nursing Monitor - Comcare - Telford System - Aberdeen System - pilot work on grade mix and duty rotas - Analysis of Consumer/Patient Complaints - Patient/Consumer Satisfaction Surveys
	1. Sunderland H.A.			
	i) Miss J M Kilvington Chief Nursing Officer	District General Hospital Kayll Road Sunderland Tel: 091-565-6256 ext. 2304	General Care of the Elderly	- Monitor - Senior Monitor
	ii) Mrs C W Rickitt Director of Midwifery	Ditto (ext. 2356)	Midwifery	- Quality Circles

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1. Sunderland H.A. (cont.)			
iii) Mr M E Charlesworth Director of Patient Care Services	Cherry Knowle Hospital Ryhope Sunderland SR2 ONB Tel: 091-521-0541	Psychiatry	- Criteria for Care
1. West Cumbria H.A.			
i) Mr V K Watson Manager, Mental Handicap Services	Dovenby Hall Hospital Nr Cockermouth Cumbria CA13 0PH Tel: 0900-823369	Mental Handicap	- C.A.R.E. Audit Used to assess the standard of care provided within the resident areas of the hospital - S.T.E.P. Used to integrate development in hospital care and developing needs of the resident in the area of which they are to be assessed as part of continued services
2. <u>YORKSHIRE REGIONAL HEALTH AUTHORITY</u>			
2. Airedale H.A.			
i) Miss J M McCutcheon Sister	Airedale General Hospital Skipton Road Steeton Keighley BD20 6TD Tel: 0535-52511 ext. 237	Acute Unit (Medical, Surgery) Elderly Paediatrics	- Telford System for establishing manpower requirements study done in 1987. Will need re-running in future - Quality Circles being established - June 1988: 4 active, 2 dormant, 2 planned

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QUALITY ASSURANCE DIRECTORY

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1. Darlington H.A. (cont.)			
v) Mr I Patterson Quality Assurance Officer	Community Block 'L' Darlington Memorial Hospital Hollyhurst Road Darlington Tel: 0325-380100	Community	- Quality Assurance Systems a) Domiciliary Services b) Day Care Provision c) Community Residential Units
1. Durham H.A.			
i) District Nursing Officer	Durham H.A. Appleton House Earls House Hospital Lanchester Road Durham DH1 3RD Tel: 091-386-4911		- NO PROJECTS TO REPORT
1. East Cumbria H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
1. Gateshead H.A.			
i) Mr M G Jellett Assistant General Manager, Nursing & Support Services	St. Mary's Hospital Stannington Nr Morpeth Northumberland Tel: 067089-333	Mental Health	- Telford System, completed June 1987 - Aberdeen System, completed June 1987
ii) Mr S Y C To Assistant General Manager, Quality & Performance Review	Ditto	Ditto	- Setting care standards, initiated in June 1987 - ongoing - Criteria for care/psychiatric/Monitor - pilot study completed on one psychogeriatric ward, September 1987

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i. Gateshead H.A. (cont.)			
ii)			<ul style="list-style-type: none"> - Follow up study on quality of life of long stay patients after discharge from hospital, completed July 1987. To be repeated in July 1988 - Measurement of quality of life including dimensions of mental and physical health status, accommodation, occupation, recreation, social network and self care competence - Psychiatric nursing audit, study commenced June 1988, scheduled completion April 1989 - Package originated from Central Nottingham H.A. with additional modification by Gateshead Mental Health Unit (no manpower study included) - Patient Satisfaction Survey, local study piloted in May 1988, to be extended to cover majority of in-patient population in August 1988 - Performance Indicators, analysis of the four yearly published data relevant to the performance (resource allocation and utilisation manpower etc.) completed in June 1988. To be repeated yearly - Quality Circles - to be piloted in September 1988
iii) Mr D N Preston	Bensham General Hospital Gateshead Tyne & Wear NE8 4YL Tel: 091-478-3313	Care of the Elderly	<ul style="list-style-type: none"> - Introducing Senior Monitor on wards for elderly patients

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1. Newcastle H.A. (cont.)			
iii) Mrs J H Wilson Project Nurse	Nursing Administration Freeman Hospital Freeman Road High Heaton Newcastle upon Tyne NE7 7DN Tel: 091-284-3111 ext. 3655	Acute Services Care of the Elderly High dependency Units Renal Units	- Resource Management Project using Criteria for Care
iv) Mrs N Doherty Senior Nurse (Quality Assurance)	Continuing Nurse Education Department 16/17 Framlington Place Newcastle upon Tyne NE2 4LP Tel: 091-232-5131 ext. 24292/24283	Acute Medical Surgery Care of the Elderly Psychiatry District Nursing Services Paediatrics Mental Handicap Homes	- Acute Monitor being used as a quality indicator as part of the Resource Management Project - Using Senior Monitor on 23 wards - ongoing monitoring group now in existence - Piloting Psychiatric Monitor in three wards: 1 acute) quality and quantity 1 long stay) components 1 psychogeriatric) - Training assessors for a pilot study to commence June 1988. It is hoped to use the data to complement the Community Resource Management Project - Planning to use Junior Monitor in Autumn 1988 - Using structure, process and outcome to look at quality of life for this group of clients - Planning to commence Quality Circles in the near future

<u>NAME OF CO-ORDINATOR/ CONTACT PERSON</u>	<u>ADDRESS & TEL. NO.</u>	<u>CLINICAL SPECIALTY</u>	<u>MEASUREMENT INSTRUMENT: PROJECT DETAILS/ RECENT DEVELOPMENTS</u>
1. North Tees H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
1. North Tyneside H.A.			
i) Mr H A S Daurat	Personnel Department Tynemouth Victoria Jubilee Hospital Hawkeys Lane North Shields Tyne & Wear Tel: 091-259-6660	Acute Geriatrics	- Monitor - Senior Monitor
ii) Mrs J Turner	Ditto		- Aberdeen System - Undertaking exercise in skill mix and rostering
1. Northumberland H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
1. North West Durham H.A.			
i) Mr T Wright Director of Nursing/ Nurse Adviser	Shotley Bridge Hospital Consett Co Durham DH8 ONB Tel: 0207-503456	All Acute Specialties Out Patients Department	- Monitor used extensively in 1987 - Locally designated questionnaire to all patients attending in two week period April 1988
1. South Cumbria H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
1. South Tees H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			

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1 South Tyneside H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
1. South West Durham H.A.			
i) Mr J Reed District Nursing Officer	South West Durham H.A. 'Claremont' Princes Street Bishop Auckland County Durham DL14 7BB Tel: 0388-605811 ext. 221	Acute - Medical/ Surgical Geriatrics Community Community Mental Illness All Specialties except Mental Illness All Specialties	- Monitor - Senior Monitor - District Nursing Monitor - Comcare - Telford System - Aberdeen System - pilot work on grade mix and duty rotas - Analysis of Consumer/Patient Complaints - Patient/Consumer Satisfaction Surveys
1. Sunderland H.A.			
i) Miss J M Kilvington Chief Nursing Officer	District General Hospital Kayll Road Sunderland Tel: 091-565-6256 ext. 2304	General Care of the Elderly	- Monitor - Senior Monitor
ii) Mrs C W Rickitt Director of Midwifery	Ditto (ext. 2356)	Midwifery	- Quality Circles

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1. Sunderland H.A. (cont.)			
iii) Mr M E Charlesworth Director of Patient Care Services	Cherry Knowle Hospital Ryhope Sunderland SR2 ONB Tel: 091-521-0541	Psychiatry	- Criteria for Care
1. West Cumbria H.A.			
i) Mr V K Watson Manager, Mental Handicap Services	Dovenby Hall Hospital Nr Cockermouth Cumbria CA13 OPH Tel: 0900-823369	Mental Handicap	- C.A.R.E. Audit Used to assess the standard of care provided within the resident areas of the hospital - S.T.E.P. Used to integrate development in hospital care and developing needs of the resident in the area of which they are to be assessed as part of continued services
2. <u>YORKSHIRE REGIONAL HEALTH AUTHORITY</u>			
2. Airedale H.A.			
i) Miss J M McCutcheon Sister	Airedale General Hospital Skipton Road Steeton Keighley BD20 6TD Tel: 0535-52511 ext. 237	Acute Unit (Medical, Surgery) Elderly Paediatrics	- Telford System for establishing manpower requirements study done in 1987. Will need re-running in future - Quality Circles being established - June 1988: 4 active, 2 dormant, 2 planned

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2.	Airedale H.A. (cont.)			
ii)	Mr S Blakelock Quality Assurance Manager	Dales Unit Skipton General Hosp. Keighley Road Skipton North Yorks BD23 2RJ Tel: 0756-2233	Psychiatric Services Psychiatry	- Use of Central Notts. H.A. Nursing Audit System to establish information on the following:- 1) workload; 2) nursing activity; 3) application of the nursing process - Development of Nursing Standards (Welsh Office Model Standards) - Quality Circle development
2.	Bradford H.A.			
i)	Mr E A Hargreaves District Nursing Officer	Bradford H.A. 'Daisy Bank' 109 Duckworth Lane Bradford BD9 6RL Tel: 0274-494133	General Psychiatry General Acute Orthopaedics General Mental Handicap Maternity Services	- Quality Circles - UWIST Patient Satisfaction Survey - "What the Patient Thinks" - 22 general acute wards and 2 orthopaedic wards. Analysis of 1500 questionnaires - Telford comparison with Goddard - Wessex System - Interviews by Health Promotion Group Staff to ascertain patients' views of service and compare responses of two groups for purpose of improving service and recognising any deficiencies as seen by ethnic minority group of about 80. Report being studied by Midwifery Advisory Committee

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2. Calderdale H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
2. Dewsbury H.A.			
i) Mrs S Hirst Senior Nurse Health Care Standards/ Nurse Adviser	Dewsbury H.A. 20 Oxford Road Dewsbury West Yorkshire WF13 4JU Tel: 0924-465105	General Care of the Elderly	- Monitor - Senior Monitor - Quality Circles (at early stages)
2. East Yorkshire H.A.			
i) J Thomson Chief Nurse Manager	Westwood Hospital Beverley N Humberside HU17 8BU Tel: 0482-861234 ext.355	Care of the Elderly Community Out-patients Psychiatry	- Senior Monitor - District Nursing Monitor - Quality Circles (in conjunction with Tioxide UK Ltd, Grimsby) - Out-patient Survey - Development of Quality Tool Mental Illness - environment and staffing levels
2. Grimsby H.A.			
i) Mr B Atack A&E and Orthopaedic Service Manager	Grimsby General Hospital Scarcho Road Grimsby S. Humberside Tel: 0472-74111		- Quality Circles - Nursing Audit

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2. Harrogate H.A.			
i) Mrs A Turner	Harrogate District Hospital Lancaster Park Road Harrogate North Yorkshire Tel: 0423-885959	General Care of the Elderly Paediatrics General	- Monitor - Senior Monitor - Junior Monitor - Patient Consumer Satisfaction Systems - early stages - Criteria for Care - early stages - Quality Circles - very early stages
2. Huddersfield H.A.			
i) Miss K M Brooks Director of Nurse Education	School of Nursing Huddersfield Royal Infirmary Acre Street Lindley Huddersfield Tel: 0484-22191	Nurse education	- Discussions on data collection methods relating to revised performance indicators in nurse education
ii) Mrs J Bottomley Director of Nursing Services	St Luke's Hospital Blackmoorfoot Road Crosland Moor Huddersfield HD4 5RQ Tel: 0484-654711	Non-acute	- Multi-disciplinary Quality Circles
iii) Mrs J Crowther Nursing Officer	Huddersfield Royal Infirmary Acre Street Lindley Huddersfield Tel: 0484-22191	Acute	- Resource Management (Nursing) system: defining standards of nursing care by patient dependency and grade of staff

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2. Huddersfield H.A. (cont.)			
iv) Mrs R Doidge Director of Nursing Services	Princess Royal Community Health Centre Greenhead Road Huddersfield HD1 8EW Tel: 0484-545411	Community/Mental Health	<ul style="list-style-type: none"> - A project team set up to improve vaccination and immunisation uptake. Several initiatives have resulted: <ul style="list-style-type: none"> a) Campaign to run parallel with local press information b) Visiting local GP's and encouraging participation with Regional computer system c) Home visits to less motivated clients - Future planned developments: <ul style="list-style-type: none"> a) Quality Circles are to be developed and spread b) Health Visiting Monitor - planning stages
v) Mrs B Crabtree Nursing Officer District Nursing	Ditto	Ditto	<ul style="list-style-type: none"> - Monitor (an index of the quality of nursing care for patients of the District Nursing Service) has been undertaken
vi) Miss S F Goodliffe Unit General Manager	St Luke's Hospital Blackmoorfoot Road Crosland Moor Huddersfield HD4 5RQ Tel: 0484-654711	Non-Acute	<ul style="list-style-type: none"> - Senior Monitor
vii) Mr E O Jefferson Unit General Manager	Storches Hall Hospital Kirkburton Huddersfield HD8 OPS Tel: 0484-602141	Community/Mental Health	<ul style="list-style-type: none"> - Research into and evaluation of mental illness patients, and the transfer of patients from hospital to community care - Assessment of the quality of life of patients discharged from hospital into the community

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3. Doncaster H.A. (cont.)			
iii) Mr P L Oldridge Director of Nursing Services	Tickhill Road Hospital Tickhill Road Balby Doncaster DN4 8QL Tel: 0302-853241 ext. 444	Priority Care Unit	<ul style="list-style-type: none"> - Standards of Care. Working Groups have been established and local facilitator identified. Six half-day study sessions have been held for staff within the Unit. Three standards have almost been completed and we are committed to completing a fourth before the end of March 1989 - Rehabilitation Club. This is a multi-disciplinary meeting which meets monthly. Three Quality Circles have been established to-date and there are plans to arrange sessions for staff on all aspects of rehabilitation - Personalising the Service Working Group. Established since 1987, it spearheads and facilitates the many "Personalising the Service" initiatives throughout the Unit. It is a multi-disciplinary monthly meeting. Initiatives have included the carrying out of various satisfaction surveys of patients and staff, as well as projects to enhance quality of care and improving the appearance of the hospital grounds - Courtesy and Consideration training for staff. Existing staff and all new starters undertake this as part of their induction which is based on West Merseyside "Person to Person" video package - Flexi-time. Projects have been undertaken. Senior Monitor was used prior to flexi-time on two wards, one ward adopted flexi-time and the other did not and benefit to patient care was evaluated

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1. <u>NORTHERN REGIONAL HEALTH AUTHORITY</u>			
1. Darlington H.A.			
i) Mrs J Fox Head of Patient Services	Darlington Memorial Hospital Hollyhurst Road Darlington Tel: 0325-380100 ext.3098	Acute Unit	<ul style="list-style-type: none"> - Criteria for Care, short trial - Re-application Aberdeen Staffing formulae - Project questionnaire staff/patient attitudes - Evaluation in progress analysis of ward accidents
ii) Mrs A Morris Patient Services Manager (Surgery)	Ditto (ext. 3500)	Surgery	<ul style="list-style-type: none"> - Questionnaires - Discharge procedures; admission procedures - 2 wards - Compliance with procedures with observations and interviews, all grades of staff. Trial of in house pressure sore scoring system. Orthopaedic wards in progress. Trial of Douglas scoring systems to commence May 1988. Colposcopy information sheet/questionnaire for day ward patients
iii) Mr D Flett Deputy Unit General Manager	Community Health Dept, Archer Street Darlington Tel: 0325-380100 ext. 3089	Community	<ul style="list-style-type: none"> - Projects in progress on quality assurance. Evaluating methods to set up quality circles in District Nursing, Health Visiting and School Nursing
iv) Mr R Bainbridge Residential Services Manager	Aycliffe Hospital Heighington Darlington DL5 6QA Tel: 0325-380100	Mental Handicap	<ul style="list-style-type: none"> - Continuous Audit of Residential Environment Standards - Individual Programme Planning - Modified Telford to determine appropriate nurse staffing levels - Aberdeen System (Mental Handicap) - National Development Team (Nurse Recommendations)

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1. Gateshead H.A. (cont.)			
iv) Mrs A J Bentham	Dunston Hill Hospital Whickham Highway Gateshead Tyne and Wear NE11 9QT Tel: 091-460444	Geriatrics	- Senior Monitor
v) Mrs B Dickson Nurse Manager Critical Care	Queen Elizabeth Hospital Sheriff Hill Gateshead Tyne & Wear NE9 6SX Tel: 091-487-8989	Critical Care	- Standards for intensive care units Dependency weighted occupancy as a method of determining staffing establishments
1. Hartlepool H.A.			
i) Mr T G Bennett Chief Nursing Adviser	General Hospital Holdforth Road Hartlepool Cleveland TS24 9AH Tel: 0429-266654 ext. 2247		- Oversees all work undertaken on quality assurance - Aberdeen System - Quality Circles
ii) Mrs E Hume Senior Nurse Adviser	Ditto (ext. 2319)		- Monitor - Research Proposal for In-patient Satisfaction Survey
iii) Mr J F Mallaby Nurse Adviser	Ditto (ext. 2475)		- Consumer Satisfaction Survey - Out-patient Department and X-Ray Department
iv) Mrs J Hunter Clinical Teacher	Ditto (ext. 2627)		- Monitor

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1. Hartlepool H.A. (cont.)			
v) Mr K T Niemz Director of Nurse Education	Ditto (ext. 2258)		- Educational audits/ward profile
vi) Mr C Thompson Support Services	Ditto (ext. 2455)		- Quality Circles in Support Services Division (e.g. Domestic, Laundry, Portering)
1. Newcastle H.A.			
i) Helen Quinn Senior Nurse (Research)	Continuing Nurse Education Department 16/17 Framlington Place Newcastle upon Tyne NE2 4LP Tel: 091-232-5131 ext. 24283/24292	All specialties All acute services Care of the Elderly High Dependency Units Midwifery Renal Units Paediatric Units	- <u>Preliminary</u> Demand and supply model for Nursing by November 1988 - Criteria for Care - Classification Systems to be developed - Junior Monitor when available
ii) Mrs A Amour Director of Community Nursing Services	Community Unit Newcastle General Hospital Westgate Road Newcastle upon Tyne NE4 6BE Tel: 091-273-8811	Community	- Community Resource Management Project

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1. Newcastle H.A. (cont.)			
iii) Mrs J H Wilson Project Nurse	Nursing Administration Freeman Hospital Freeman Road High Heaton Newcastle upon Tyne NE7 7DN Tel: 091-284-3111 ext. 3655	Acute Services Care of the Elderly High dependency Units Renal Units	- Resource Management Project using Criteria for Care
iv) Mrs N Doherty Senior Nurse (Quality Assurance)	Continuing Nurse Education Department 16/17 Framlington Place Newcastle upon Tyne NE2 4LP Tel: 091-232-5131 ext. 24292/24283	Acute Medical Surgery Care of the Elderly Psychiatry District Nursing Services Paediatrics Mental Handicap Homes	- Acute Monitor being used as a quality indicator as part of the Resource Management Project - Using Senior Monitor on 23 wards - ongoing monitoring group now in existence - Piloting Psychiatric Monitor in three wards: 1 acute) quality and quantity 1 long stay) components 1 psychogeriatric) - Training assessors for a pilot study to commence June 1988. It is hoped to use the data to complement the Community Resource Management Project - Planning to use Junior Monitor in Autumn 1988 - Using structure, process and outcome to look at quality of life for this group of clients - Planning to commence Quality Circles in the near future

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1. North Tees H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
1. North Tyneside H.A.			
i) Mr H A S Daurat	Personnel Department Tynemouth Victoria Jubilee Hospital Hawkeys Lane North Shields Tyne & Wear Tel: 091-259-6660	Acute Geriatrics	- Monitor - Senior Monitor
ii) Mrs J Turner	Ditto		- Aberdeen System - Undertaking exercise in skill mix and rostering
1. Northumberland H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
1. North West Durham H.A.			
i) Mr T Wright Director of Nursing/ Nurse Adviser	Shotley Bridge Hospital Consett Co Durham DH8 0NB Tel: 0207-503456	All Acute Specialties Out Patients Department	- Monitor used extensively in 1987 - Locally designated questionnaire to all patients attending in two week period April 1988
1. South Cumbria H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
1. South Tees H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			

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2. Airedale H.A. (cont.)			
ii) Mr S Blakelock Quality Assurance Manager	Dales Unit Skipton General Hosp. Keighley Road Skipton North Yorks BD23 2RJ Tel: 0756-2233	Psychiatric Services	- Use of Central Notts. H.A. Nursing Audit System to establish information on the following:- 1) workload; 2) nursing activity; 3) application of the nursing process
		Psychiatry	- Development of Nursing Standards (Welsh Office Model Standards) - Quality Circle development
2. Bradford H.A.			
i) Mr E A Hargreaves District Nursing Officer	Bradford H.A. 'Daisy Bank' 109 Duckworth Lane Bradford BD9 6RL Tel: 0274-494133	General Psychiatry	- Quality Circles
		General Acute Orthopaedics	- UWIST Patient Satisfaction Survey - "What the Patient Thinks" - 22 general acute wards and 2 orthopaedic wards. Analysis of 1500 questionnaires
		General	- Telford comparison with Goddard
		Mental Handicap	- Wessex System
		Maternity Services	- Interviews by Health Promotion Group Staff to ascertain patients' views of service and compare responses of two groups for purpose of improving service and recognising any deficiencies as seen by ethnic minority group of about 80. Report being studied by Midwifery Advisory Committee

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2. Calderdale H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
2. Dewsbury H.A.			
i) Mrs S Hirst Senior Nurse Health Care Standards/ Nurse Adviser	Dewsbury H.A. 20 Oxford Road Dewsbury West Yorkshire WF13 4JU Tel: 0924-465105	General Care of the Elderly	- Monitor - Senior Monitor - Quality Circles (at early stages)
2. East Yorkshire H.A.			
i) J Thomson Chief Nurse Manager	Westwood Hospital Beverley N Humberside HU17 8BU Tel: 0482-861234 ext.355	Care of the Elderly Community Out-patients Psychiatry	- Senior Monitor - District Nursing Monitor - Quality Circles (in conjunction with Tioxide UK Ltd, Grimsby) - Out-patient Survey - Development of Quality Tool Mental Illness - environment and staffing levels
2. Grimsby H.A.			
i) Mr B Attack A&E and Orthopaedic Service Manager	Grimsby General Hospital Scartho Road Grimsby S. Humberside Tel: 0472-74111		- Quality Circles - Nursing Audit

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2. Harrogate H.A.			
i) Mrs A Turner	Harrogate District Hospital Lancaster Park Road Harrogate North Yorkshire Tel: 0423-885959	General Care of the Elderly Paediatrics General	- Monitor - Senior Monitor - Junior Monitor - Patient Consumer Satisfaction Systems - early stages - Criteria for Care - early stages - Quality Circles - very early stages
2. Huddersfield H.A.			
i) Miss K M Brooks Director of Nurse Education	School of Nursing Huddersfield Royal Infirmary Acre Street Lindley Huddersfield Tel: 0484-22191	Nurse education	- Discussions on data collection methods relating to revised performance indicators in nurse education
ii) Mrs J Bottomley Director of Nursing Services	St Luke's Hospital Blackmoorfoot Road Crosland Moor Huddersfield HD4 5RQ Tel: 0484-654711	Non-acute	- Multi-disciplinary Quality Circles
iii) Mrs J Crowther Nursing Officer	Huddersfield Royal Infirmary Acre Street Lindley Huddersfield Tel: 0484-22191	Acute	- Resource Management (Nursing) system: defining standards of nursing care by patient dependency and grade of staff

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2.	Huddersfield H.A. (cont.)			
iv)	Mrs R Doidge Director of Nursing Services	Princess Royal Community Health Centre Greenhead Road Huddersfield HD1 8EW Tel: 0484-545411	Community/Mental Health	<ul style="list-style-type: none"> - A project team set up to improve vaccination and immunisation uptake. Several initiatives have resulted: <ul style="list-style-type: none"> a) Campaign to run parallel with local press information b) Visiting local GP's and encouraging participation with Regional computer system c) Home visits to less motivated clients - Future planned developments: <ul style="list-style-type: none"> a) Quality Circles are to be developed and spread b) Health Visiting Monitor - planning stages
v)	Mrs B Crabtree Nursing Officer District Nursing	Ditto	Ditto	<ul style="list-style-type: none"> - Monitor (an index of the quality of nursing care for patients of the District Nursing Service) has been undertaken
vi)	Miss S F Goodliffe Unit General Manager	St Luke's Hospital Blackmoorfoot Road Crosland Moor Huddersfield HD4 5RQ Tel: 0484-654711	Non-Acute	<ul style="list-style-type: none"> - Senior Monitor
vii)	Mr E O Jefferson Unit General Manager	Storthes Hall Hospital Kirkburton Huddersfield HD8 OPS Tel: 0484-602141	Community/Mental Health	<ul style="list-style-type: none"> - Research into and evaluation of mental illness patients, and the transfer of patients from hospital to community care - Assessment of the quality of life of patients discharged from hospital into the community

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2. Hull H.A.			
i) Mr G James Authority Nurse/Quality Assurance Research	General Contact People for Quality Assurance projects in the District	All areas of the District Furthest developed in: Theatres, various aspects of acute care.	- Standard setting using Kendall/Kitson approach
or	Victoria House Park Street Hull HU2 8TD Tel: 0482-223191 ext. 2236	All adult specialties	- Monitor
Mr B Totterdell Quality Assurance Manager		All elderly care wards	- Senior Monitor
		All adult acute areas except Maternity Care	- Health Policy and Advisory Unit Patient Satisfaction Survey - "What the Patient Thinks"
		District Nursing	- District Nursing Monitor
		All acute areas of the District	- Telford System
		Mental Handicap Hospitals	- Adaptation of Continuous Audit of Care Environment (CARE)
		Mental Handicap Community	- Adaptation of National Development Group for the Mentally Handicapped Checklist of Standards
ii) Ms M Astley Assistant Patient Care Manager	Hull Royal Infirmary Anlaby Road Hull HU3 2KZ Tel: 0482-28541	Accident and Emergency	- Development of standards for practice in consultation with the King's Fund
iii) Mrs D Todd Senior Nurse	Ditto	Paediatrics	- Development of standards for care in association with RCN

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2. Hull H.A. (cont.)			
iv) Mr J Rogers Chief Nursing Adviser	Victoria House Park Street Hull HU2 8TD Tel: 0482-223-191 ext. 2236	District Level All Consumer Groups	- Regular Quality Assurance Forum involving voluntary bodies, Authority Members, CHC, QA Staff. Intended to provide forum for consumer feedback and participation
v) Mr B Totterdell Quality Assurance Manager	Ditto	District Level	- Development of definitive statement of the rights and responsibilities of patients - Eventual developments of associated questionnaires, visiting schedules and evaluative techniques - Database of patients complaints on computer to facilitate analysis and identify trends
vi) Mr E R Jefferson Care Group Manager	Mental Health Department Victoria House Park Street Hull HU2 8TD Tel: 0482-223-191	Community Mental Health	- Development of statements of good practice (in conjunction with East Yorkshire Health Authority). Eventual aim to develop standards of care
2. Leeds Eastern H.A.			
NO INFORMATION AVAILABLE AT TIME OF PUBLICATION			
2. Leeds Western H.A.			
i) Ms M Lindsay Research & Development of Clinical Standards	Continuing Education School of Nursing The General Infirmary at Leeds Great George Street Leeds LS1 3EX Tel: 0532-432-799 ext. 2422	General Care of the Elderly District Nursing	- Monitor - Senior Monitor - District Nursing Monitor - Plan to progress to standard setting

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2.	Northallerton H.A.			
i)	Mrs J Macgregor Director of Nurse Education	Friarage Hospital Northallerton North Yorkshire DL6 1JG Tel: 0609-779911 ext. 2037	Acute Care of the Elderly Education	- Monitor: Annually on acute wards - Senior Monitor: Annually on elderly care wards and community hospitals - Training Review Committee
ii)	Miss J Mitchell Head of Midwifery	Ditto	Midwifery	- Midwifery Monitor - pilot - Standard Setting - Wessex System
iii)	Mr J McGarva Director of Nursing Services	Ditto	Out-patients General Out-patients/theatres	- Patient/consumer satisfaction systems - Telford System - Goddard System - Standard setting
iv)	Mr J Smith Headquarters Services Manager	Ditto	All disciplines	- Quality Circles
v)	Mr C Wilkie Head of Mental Handicap	Ditto	Mental Handicap	- Wessex System
vi)	Mrs C Boyes Community Development Manager	Ditto	Community	- Rook's Report
vii)	Miss M Huxtable	Leyburn Health Clinic Brentwood Lodge Brentwood Leyburn DL8 5EJ Tel: 0969-22125	District Nursing	- District Nursing Monitor - pilot

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2. Pontefract H.A.			
i) Mr J Kelly Chief Nursing Officer/ Director of Personnel	Ackton Hospital Ackton Pontefract West Yorkshire WF7 6HT Tel: 0977-791221	General Care of the Elderly District Nursing General Midwifery Psychiatry	- Monitor - Senior Monitor - District Nursing Monitor - pilot - Standard setting system - currently looking at this with the intention of implementation - Telford and Goddard Systems have been used up to 1985 - Wessex System
2. Scarborough H.A.			
i) Mrs H M Kent Director of Nursing Administration	Scarborough Hospital Scalby Road Scarborough YO12 6QL Tel: 0723-368111	General	- Telford
ii) Mrs E Parker Deputy Director of Nursing Services	Ditto	Acute Geriatrics	- Monitor - Senior Monitor
2. Scunthorpe H.A.			
i) Miss M H Mullineux Chief Nursing Officer	Scunthorpe H.A. Trent House Hebden Road Scunthorpe DN15 8DT Tel: 0724-282-282	General	- Monitor

<u>NAME OF CO-ORDINATOR/ CONTACT PERSON</u>	<u>ADDRESS & TEL. NO.</u>	<u>CLINICAL SPECIALTY</u>	<u>MEASUREMENT INSTRUMENT: PROJECT DETAILS/ RECENT DEVELOPMENTS</u>
2. Wakefield H.A.			
i) Mr G I Hanna Nurse Adviser	Stanley Royd Hospital Aberford Road Wakefield WF1 4DQ Tel: 0924-375217	Mental Illness	- Quality Circles
ii) Mrs J B Wilkes Assistant Unit General Manager	Manygates Maternity Hospital Barnsley Road Wakefield WF1 5NS Tel: 0924-375217	Midwifery	- Wessex System used in 1987 - Telford System just completed July 1988. - Criteria for Care - Maternity Care in Action, Parts I, II, III. N.B. Awaiting Yorkshire Regional Health Authority Guidelines for standard setting in maternity services - expected August 1988 - Care is monitored locally by the community midwife formally asking each mother, at the time of discharge, to comment on her care. These comments are passed back to those providing the care and considered at the managers meeting
iii) Miss P A Jessop Assistant Unit General Manager	Pinderfields General Hospital Aberford Road Wakefield WF1 4DG Tel: 0924-375-217	Acute and Elderly Services	- Basic dependency in each ward - Goddard Dependency Study - Orthopaedic and Care of the Elderly wards - ICU - continuous survey being undertaken - Q Plan - devised by Clinical Nurse Manager specifically for Paediatrics and currently being adapted for use in other areas
2. York H.A.			
i) Mr F Robertson Assistant Director of Nursing Services Mental Health Unit	Mental Health Unit Bootham Park Hospital Bootham York YO3 7BY Tel: 0904- 610-777	Mental Health	- Monitor - recently piloted, now being applied across the unit

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2. York H.A. (cont.)			
ii) Mrs J Day Assistant Director of Nursing Services	Acute Unit District Hospital Wigginton Road York YO3 7HE Tel: 0904-31313	Acute (General Hospital) Services	- Telford in early stages of implementation - Time out approach being applied - Huddersfield system being looked at - Tamworth & Litchfield system being reviewed
iii) Mr P Keane Assistant Director of Nurse Education	York & Scarborough School of Nursing District Hospital Wigginton Road York YO3 7HE Tel: 0904-31313 ext. 273	Nurse Education	- Conjoint Evaluation Scheme - a peer review system between the York & Scarborough School of Nursing and North Lincolnshire School of Nursing. This provides for each School of Nursing to evaluate the performance of the other on an ongoing basis with the production of an annual report
iv) Mr R Wilk Unit General Manager	Community Health Unit Monkgate Health Centre Monkgate York Tel: 0904-30351	Community Health	- Cheltenham pack used for Health Visiting. - Huddersfield method used for District Nursing. The results of these are currently being analysed
3. <u>TRENT REGIONAL HEALTH AUTHORITY</u>			
3. Barnsley H.A.			
NO INFORMATION AVAILABLE AT TIME OF PUBLICATION			
3. Bassetlaw H.A.			
i) Mrs A Wainwright	Bassetlaw H.A. Barrowby House Highland Grove Worksop Notts Tel: 0909-485321	Basic Acute Maternity Psychiatry Elderly Paediatrics	- Central Manchester Nursing Information System. Implementation commenced on 4 July 1988

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3. Central Nottinghamshire H.A.				
i)	Mr K Hurst	Research Department Ransom Hospital Rainworth Near Mansfield Notts NG21 OER Tel: 0623-22515 ext. 4647	Psychiatry Community Acute (General)	- Application and development of Monitor and Criteria for Care - Application and development of Monitor - Continuous patient satisfaction study
ii)	Mr C Sakkal-Appleby	The Health Centre Sutton-in-Ashfield Tel: 0623-557-646	Community	- Patient Satisfaction
iii)	Mrs J Pepper	Newark General Hospital London Road Newark-on-Trent Notts NG24 1TG Tel: 0636-73841	Community	- Patient Satisfaction
iv)	Mrs C Cheetham Ward Sister	Ditto	Surgical Unit	- Patient Satisfaction with pre-discharge information
v)	Mrs P Farr	Millbrook King's Mill Hospital Mansfield Road Sutton-in-Ashfield Notts NG17 4JL Tel: 0623-22515	Community Mental Health	- Application of Monitor and Criteria for Care for community psychiatric nurses
vi)	Miss P Preston	The Dukeries Centre King's Mill Hospital (as above)	Paediatrics/ Midwifery	- Application and development of Monitor and Criteria for Care
vii)	Mrs J Rookes	Theatre King's Mill Hospital (as above)	Theatres	- Quality Assurance in the Recovery Room

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3. Central Nottinghamshire H.A. (cont.)			
viii) Miss C P McCalman	Unit Headquarters King's Mill Hospital (as above)	General: Acute area	- Monitor and Criteria for Care
ix) Mr K Hague Mr J Durani	Out-Patients Department Mansfield & District General Hospital West Hill Drive Mansfield Notts NG18 4HH Tel: 0623-22515	Out-patients	- Quality Assurance in the Out-patients Department
x) Mr A Bailey	Accident & Emergency Department Mansfield & District General Hospital (as above)	Accident & Emergency	- Evaluating the triage system of care
3. Doncaster H.A.			
i) Mrs P Tagg	Doncaster Maternity Hospital Royal Infirmary Doncaster South Yorkshire DN2 5LT Tel: 0302-66666	Midwifery Unit	- Standards of Care
ii) Mrs P M Jackson Acting Director of Nursing Services (Community)	Community Unit Alverley Lodge St. Catherine's Hospital Doncaster Tel: 0302-854661	Community Nursing	- Communication form - District Nursing - Nursing Process Documentation on Health Visiting Infant Record Cards. (Both of of these are implemented and will be evaluated in September, 1988.)

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3. Doncaster H.A. (cont.)			
iii) Mr P L Oldridge Director of Nursing Services	Tickhill Road Hospital Tickhill Road Balby Doncaster DN4 8QL Tel: 0302-853241 ext. 444	Priority Care Unit	<ul style="list-style-type: none"> - Standards of Care. Working Groups have been established and local facilitator identified. Six half-day study sessions have been held for staff within the Unit. Three standards have almost been completed and we are committed to completing a fourth before the end of March 1989 - Rehabilitation Club. This is a multi-disciplinary meeting which meets monthly. Three Quality Circles have been established to-date and there are plans to arrange sessions for staff on all aspects of rehabilitation - Personalising the Service Working Group. Established since 1987, it spearheads and facilitates the many "Personalising the Service" initiatives throughout the Unit. It is a multi-disciplinary monthly meeting. Initiatives have included the carrying out of various satisfaction surveys of patients and staff, as well as projects to enhance quality of care and improving the appearance of the hospital grounds - Courtesy and Consideration training for staff. Existing staff and all new starters undertake this as part of their induction which is based on West Merseyside "Person to Person" video package - Flexi-time. Projects have been undertaken. Senior Monitor was used prior to flexi-time on two wards, one ward adopted flexi-time and the other did not and benefit to patient care was evaluated

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3. Doncaster H.A. (cont.)			
iii)			- The groundwork has been completed for the Central Manchester Nurse Information System and we are due to commence implementation shortly
iv) Mrs B Skeath AND Mrs J Cook	School of Nursing Doncaster Royal Infirmary 'A' Block Thorne Road Doncaster DN2 5LT Tel: 0302-66666 (Mrs Skeath ext. 7219) (Mrs Cook ext. 8428)	General	- Standards of Care being developed/ward/ department Audits - Involvement in Monitor
v) Mrs E Allen	Doncaster Royal Infirmary (As above) ext. 375	Medicine	- Intravenous Infusion Trial using checklist on a medical ward commences 1 August, 1988 - Administration of Drug Assessment Draft being examined
vi) Mrs A McLean	Ditto ext. 7108	Accident & Emergency	- Project setting standards for each area of the Department - completed admissions area
vii) Miss E Picken	Ditto ext. 247	Accident & Emergency	- Development Triage - Measurement Instrument Clinical Audit
viii) Mr J Martin	Montagu Hospital Mexborough S. Yorkshire Tel: 0709-585171	Surgical/A&E/ Theatres	- Multi-disciplinary patient care groups - Introduction of new handbook

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3. Leicestershire H.A.			
i) Mr N Hobson Senior Nurse, Quality Assurance	Leicestershire H.A. 24-28 Princes Road West Leicester Tel: 0533-559777 ext. 332	General Units (Acute Care) Care of Elderly Hospitals Mental Health Services Unit Mental Handicap Unit All Units Mental Handicap Unit District Standards Group	- Monitor - Criteria for Care - Senior Monitor - Nottingham Audit - Quality Audit based on 22 standards of care, covering structure, process and outcome measures. Designed by C Aggett, DNS. and N Hobson, SN Quality Assurance - Quality Circles - Customer relations training using Mersey Regional Health Authority pack - "Person to Person" - Workload measure and staffing level requirement index. (Currently being developed and tested.) - Production of standards: 1. The patient as an individual and the nurse as a professional 1a. The Nursing Assistants' Guide to personalising the service 2. The Discharge of Patients 3. The Admission of Patients

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3. Leicestershire H.A. (cont.)				
i)	Leicester Royal Infirmary Infirmary Square Leicester LE1 5WW Tel: 0533-541414	Accident & Emergency	- Patient Satisfaction Survey and Quality Assurance programme, being designed by Manchester University	
3. North Derbyshire H.A.				
	NO INFORMATION AVAILABLE AT TIME OF PUBLICATION			
3. North Lincolnshire H.A.				
i)	Miss S Skelton	County Hospital Greetwell Road Lincoln Lincs LN2 5QY Tel: 0522-512512 ext. 2307	Orthopaedic ICU A&E Theatre Maternity Paediatric Acute	- Patient Questionnaires - Development of Workload Measures
ii)	Mr M Popat	St John's Hospital London Road Lincoln LN4 2HN Tel: 0522-27401 ext. 206	Elderly Mentally Ill	- Monitor - Criteria for Care - Staff Developed Computerised Ward Based System - Quality Control Checklist/Audit (developed locally)
iii)	Mr D Justham Senior Nurse Chief Nursing Officer Support	c/o St John's Hospital (as above) ext. 378	All disciplines (Nursing & non-nursing)	- Development of a District strategy for Quality Assurance and encouraging the setting of standards as a basis for quality measurement. Information needs for Peer Review and Audit approaches

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3. North Lincolnshire H.A. (cont.)			
iv) Mrs N Coupland	Community Unit St Mark's House Station Yard Lincoln LN5 7AE Tel: 0522-27196	Health Visiting District Nursing	- Development of Standards for screening programmes - Involvement in pilot testing of a quality measure
v) Director of Nursing Services	St George's Hospital Long Leys Road Lincoln LN1 1EF Tel: 0522-29921	Care of the Elderly Medical	- Senior Monitor - Monitor
3. Nottingham H.A.			
i) Mrs A Nicolas Quality Assurance Adviser	Nottingham H.A. Forest House Berkeley Avenue Nottingham NG3 5AF Tel: 0602-691691	Psychiatry	- Psychiatry Nursing Audit: Quality of Care and nursing workload assessment
ii) Mrs S Bowyer Senior Nurse Quality Assurance	Nottingham General Hospital Park Row Nottingham NG1 6HA Tel: 0602-481100	Health Care of the Elderly	- Senior Monitor/Nursing workload and skill-mix assessment
iii) Mrs K Fox Senior Nurse Clinical Developments	University Hospital Queen's Medical Centre Nottingham NG7 2UH Tel: 0602-421421	Acute Medicine Acute Surgery Gynaecology Orthopaedics	- Monitor - Nursing Process continuous evaluation - Nursing workload and skill-mix assessment (Criteria for Care)

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3. Nottingham H.A. (cont.)			
iii)		Neurosurgery Medicine ENT Ophthalmics HCE (Health Care of the Elderly)	- Monitor and primary nursing
iv) Mrs P Harris Senior Nurse Clinical Development/ Nursing Administration	City Hospital Hucknall Road Nottingham Tel: 0602-691169	Acute Medicine HCE (Health Care of the Elderly) Gynaecology Orthopaedics (cold)	- Monitor - Nursing Process contracts evaluation - Nursing workload and skill-mix assessment (Criteria for Care)
3. Rotherham H.A.			
i) Mrs A Watson Nursing Officer, Night Duty	Rotherham District General Hospital Moorgate Road Oakwood Rotherham S60 2UD Tel: 0709-820000		- Monitor
3. Sheffield H.A.			
i) Mr T E Selvey Director of Nursing Services	Lodge Moor Hospital Redmires Road Sheffield S10 4LH Tel: 0742-630222 ext. 349	Care of the Elderly	- A Model, incorporating Qualpacs and patient satisfaction survey, together with multi-disciplinary staff assessment of weaknesses has been piloted. The model enabled the development of ward profiles with objectives and action plans for improvements in service provision which are being implemented and regularly reviewed
ii) Mrs J Hosking Asst. Director of Nursing Services			

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3. Sheffield H.A. (cont.)			
iii) Mrs H McAdam	Sheffield H.A. Westbrook House Sharrowvale Road Sheffield S11 8EO Tel: 0742-670333	Support Staff to District Nursing Officer	- Personal Service to Patients Initiative - Quality Assurance Project 1. Profile 2. Review of Structure 3. Qualpacs 4. Patient and/or Relative Perception 5. Nurse Perception
iv) Miss F Abji Staff Support - Assistant Matron	Royal Hallamshire Hospital Glossop Road Sheffield S10 2JF Tel: 0742-766222	Acute	- Initiated a Quality Assurance programme based on standards of care Evaluation: Patient Perception Record Review Observation of Care - In the process of implementing a workload measurement system aimed at individualised patient care - Bedside reporting - patient participation in planning and evaluating his/her care Evaluation: Patient Perception Observation - Structure Care Plans Evaluation: Record Review
v) Mrs L Wright	Ditto		- Towel Bath - a new procedure in the U.K. Evaluation: Patient Perception
vi) Mr R Thompson Theatre Manager/ Senior Nurse - General Out-Patients & Department of Genito Urinary Medicine	Ditto	Theatres	- NATN Quality Assurance Tool Evaluation: Observation - Pre and Post Operative Visiting - all patients undergoing surgery visited by Theatre/Recovery staff and regular seminars held for out-patients awaiting surgery

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3. Southern Derbyshire H.A.			
i) Ms J Barker Assistant Chief Nursing Officer/ District Officer	Southern Derbyshire H.A. Boden House Main Centre Derby Tel: 0332-363971	Acute	- Monitor, Acute, Medical and Surgical Wards - to date, completed 42 acute, medical and surgical wards including orthopaedic, gynaecology, ENT and dermatology. Interim report available
		Care of the Elderly	- Senior Monitor - 12 wards completed to date, interim report not yet available
		Psychiatry	- Psychiatric Monitor - 2 pilot wards completed to date, one acute psychiatry and one long-stay rehabilitation. Reports available
		Paediatrics	- Qualpaeds - Pilot study currently being undertaken. Report available at a later date
		District Nursing	- District Nursing Monitor - early stages of implementation. Assessors currently being trained. Pilot scheduled for Autumn 1988
		Theatres	- NATN Quality Assurance tool for operating theatres. Pilot study recently completed - report available in the near future
		Acute	- Criteria for Care - Acute Medical and Surgical Wards. Reports available for pilot programme undertaken August/September 1987

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3. Southern Derbyshire H.A. (cont.)			
i)		Psychiatry	- Criteria for Care - Psychiatry. Reports available for pilot study undertaken on acute psychiatric and long-stay rehabilitation wards, November 1987
		General	- Patient Satisfaction Survey - Package developed locally which is available
		I.C.U.	- Currently reviewing Acute Monitor for use in Intensive Care Units
3. South Lincolnshire H.A.			
i)	Mrs E A Morgan Clinical Standards Nurse/Tutor	Pilgrim Hospital Sibsey Road Boston Lincs PE21 9QS Tel: 0205-64801	General
			- Nursing Standards Group - using Activities of Living to develop total patient care standards for use with Nursing Care Plans. Donabedian Framework. Roper Model
ii)	Mrs J Coe-Legg Quality Assurance Manager	Ditto	

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3. South Lincolnshire H.A. (cont.)			
iii) Mrs Y Pepperdine Quality Assurance and Training Manager	Fleet Hospital Fleet Road Holbeach Nr Spalding Lincs PE12 7AY Tel: 0406-22237	Mental Handicap	- Locally developed Quality Assurance Strategy and Quality Assurance Policy Consists of: Categories of Service provision; checklists; visits by evaluator(s); written report to appropriate Manager/Services Manager/Unit General Manager. Action by Services Manager in timescale agreed with Quality Assurance Manager
iv) Mrs P M Colley Quality Assurance Manager/District Nursing Adviser	Grantham Health Clinic St Catherine's Road Grantham Lincs NG31 6TP Tel: 0476-590805	District Nursing	- Monitor - District Nursing, commencing 1989
v) Mrs I Maltby Assistant General Manager	Rauceby Hospital Sleaford Lincs NG34 8PP Tel: 0529-8241	Psychiatry	- Involved in the production of Psychiatric Monitor, with Mr J H Meenze
4. <u>EAST ANGLIA REGIONAL HEALTH AUTHORITY</u>			
4. Cambridge H.A.			
i) Ms J P Chittock Assistant Chief Nursing Officer	District Headquarters Fulbourn Hospital Fulbourn Cambridge CB1 5EF Tel: 0223-248074	Acute	- Monitor (Acute) - used on 27 wards at Addenbrooke's including transplant areas, evaluation programme to commence September 1988 - Four acute care of the elderly wards with little modification - evaluation January 1989

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4. Cambridge H.A. (cont.)			
i)		Care of the Elderly	- A hybrid of Acute and Senior Monitor - 9 long stay elderly wards (Primary Services) 1988, completed 9 May, 1988
		Psychiatry	- Psychiatric Nursing Audit (from Central Nottingham) Inaugurate Task Group set up to facilitate study, steering group planned, to commence late September, 1988
		District Nursing	- District Nursing Monitor - being evaluated by the professionals in Cambridge at present with a view to commencing in October
		Paediatrics	<ul style="list-style-type: none"> - Paediatric Monitor (revamped Acute) (Lincoln Dependencies). Planned for October/November, 1988 - Recommendations from each ward report with action and responsibility outlined, has been incorporated into the Managers' objectives and monitored quarterly - Unique reporting system for Monitor programmes and feedback process developed and used in Cambridge
4. East Suffolk H.A.			
i) Miss S Cockrell Director of Nursing Services	Ipswich Hospital Heath Road Wing Ipswich Suffolk Tel: 0473-712233 ext. 4822	Acute Unit	<ul style="list-style-type: none"> - Quality Circles - X-Ray Department - Customer Relations Training - NATN Quality Assurance Document - Monitor, Senior and Junior

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4. East Suffolk H.A. (cont.)			
ii) Mr J Goodchild Acting Director of Nurse Education	Dept. of Nursing Studies Ipswich Hospital (as above) ext. 4491	Nurse Education	- Clinical Learning Environment Reviews (All areas used for nurse education reviewed against agreed criteria) - School Audit - Peer review with and by another School of Nursing within the Region
iii) Mrs M McLaren Director of Nursing Services	Community Unit Allington Clinic Woodbridge Road East Ipswich Suffolk Tel: 0473-420931	Community Nursing Services	- Evaluation of Pre-School Surveillance (Bursary award to Health Visitor) - Star Project in the Community in conjunction with the Elderly Unit
4. Great Yarmouth H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
4. Huntingdon H.A.			
i) Mr M F Fenn District Nursing Officer	District H.Q. Primrose Lane Hospital Primrose Lane Huntingdon PE18 6SE Tel: 0480-50571		- Development of a concise overall QA policy for the Authority
ii) Mrs G Pennock Patient Services Manager/Director of Nursing Services	Community Unit Primrose Lane Hospital (as above) Tel: 0480-57131	Nursing - hospital and community	- Ditto - Quality of nursing services - Monitor, Qualpacs, and some of own design
iii) Mrs Z Heffer Asst. General Manager	Papworth Hospital Papworth Everard Cams CB3 8RE Tel: 0480-830541		- Development of a concise overall QA policy for the Authority

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4.	Huntingdon H.A. (cont.)			
iv)	Mrs H McNeil Asst. General Manager	Hinchingbrooke District General Hospital Hinchingbrooke Park Huntingdon PE18 8NT Tel: 0480-56131	Hinchingbrooke/ Papworth Hospitals & Community Services	- Ditto
v)	Mr N Bainbridge Asst. District Nursing Officer	Primrose Lane Hospital Primrose Lane Huntingdon PE18 6SE Tel: 0480-57131	Nursing - hospital and community	- Deployment and use of nurses. Quality of service. Patient dependency and view
vi)	Mrs P Wells-Johnson Professional Co-ordinator	Hinchingbrooke District General Hospital (as above)	Ditto	- Quality of nursing services - Monitor, Qualpacs and some of own design
vii)	Mrs E Kemp Director of Nursing Services	Papworth Hospital (as above)	Theatres	- Ditto
viii)	Mr C J Harries Nursing Research and Service Development Officer	Hinchingbrooke District General Hospital (as above)	Nursing/service research and development	- Assists field staff with various projects, many related to Q.A. including: UWIST ("What the Patient Thinks"); assessment/evaluation of service (market research approaches etc); SCBU consumer view; pressure sores, problems prevalence standards etc
ix)	Mrs Waters Divisional Nurse Manager	Ditto	A & E Department	- Quality Circle

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4. Huntingdon H.A. (cont.)			
x) Mr M Fenn District Nursing Officer	Primrose Lane Hospital Primrose Lane Huntingdon PE18 6SE Tel: 0480-57131	All staff/All Services	- Policy to actually enable staff to complain about patient care is in operation and working
		Child Abuse, All Relevant Staff	- Policy setting standards required related to prevention, case handling, reduction of post offence trauma (under review)
xi) Mrs A Allen Senior Nurse	Community Unit Primrose Lane Hospital (as above)	Children's Hearing Screening	- Policy and equipment for Q.A. of Hearing Screening Standards
		Health Visiting	- Development of Health Visiting process
		Immunisation and Vaccination	- Regular analysis of practice Immunisation and Vaccination status. Printout jointly to HV and GP for discussion/action
xii) Mr W Franklin Divisional Nurse Manager	Mental Health Dept. Hinchingsbrooke District General Hospital Hinchingsbrooke Park Huntingdon PE18 8NT Tel: 0480-56131	Mental Health Service	- Consumer orientated Q.A. project. Own design
xiii) Mr Thompson Divisional Nurse Manager	Hinchingsbrooke District General Hospital Hinchingsbrooke Park Huntingdon PE18 8NT Tel: 0480-56131	Theatres	- Development and use of criteria for training in theatres - Review of NATN & BUPA Q.A. tool, with a view to using it

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4. Huntingdon H.A. (cont.)			
xiv) Mrs C Goodbody District Nursing Manager	Ditto	Midwifery	- Development of checklist review of service based on 'Maternity Care in Action', 'The Vision' and 'Towards a Healthy Nation'
4. Norwich H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
4. Peterborough H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
4. West Norfolk & Wisbech H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
4. West Suffolk H.A.			
i) Mrs G J Pharaoh Deputy Nursing and Patient Care Manager	Newmarket General Hospital Exning Road Newmarket Suffolk CB8 7JG Tel: 0638-665111 ext. 261		- Topic under discussion
5. <u>NORTH WEST THAMES REGIONAL HEALTH AUTHORITY</u>			
5. Barnet H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
5. Brent H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			

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5. Ealing H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
5. East Hertfordshire H.A.			
i) Ms J Storer Quality Assurance Officer	Maternity Unit Queen Elizabeth II Hospital Howlands Welwyn Garden City AL7 4HQ Tel: 0707-28111 ext. 4838	A & E	- Questionnaire - 'Snapshot' What the patient thinks of us. Currently being undertaken - June 1988
5. Harrow H.A.			
i) Ms J Chapman	School of Nursing Northwick Park Hospital Watford Road Harrow HA1 3UJ Tel: 01-864-5311	Research Nurse	- Standard Setting Project Team set up May 1988 - Patient Satisfaction evaluating Primary Nursing
ii) Ms J Heath DNS/In-patient Manager Unit 1	Ditto (ext. 2669)		- Telford in use - Peggy McGratty's Labour Management System in use since Jan. 1988
5. Hillingdon H.A.			
i) Mr B Pullan Senior Nurse - Patient Care Development	District Offices St John's Hospital Kingston Lane Uxbridge UB8 3PL Middlesex Tel: 0895-58191 ext. 2211	Care of the Elderly Acute Services	- Monitor/Criteria for Care - Standard Setting - Computer Nurse Deployment System

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5.	Hillingdon H.A. (cont.)			
ii)	Ms A Spark Senior Nurse - Special Projects	Ditto (ext. 2216)	Midwifery/Theatres	- Telford (Modified)
iii)	Ms T Wood Assistant General Manager, Clinical Facilities	Hillingdon Hospital Uxbridge Middlesex UB8 3NN Tel: 0895-38282	Acute Services	- Quality Circle - Hillingdon Crestbond Computer Nurse Deployment System
5.	Hounslow & Spelthorne H.A.			
i)	Ms C Simpson Director of Nursing Services, Community	Hounslow & Spelthorne H.A. 92 Bath Road Hounslow Middlesex TW3 3EL Tel: 01-570-7715		- Nursing Management Audit - Adaptation of M.A.S. proposal for Health Visiting and adaptation of Doncaster model - Analytical approach to health visiting, using Sopier model
ii)	Ms A le May Specialist Nurse Research	Hotel & Nursing Svcs West Middlesex University Hospital Isleworth Middlesex TW7 6AE Tel: 01-560-2121	Acute Care of Elderly Community Nursing	- Considering Monitor and Criteria for Care (awaiting funding)
5.	North Bedfordshire H.A.			
i)	Mr G Older Director of Nursing Services	Mental Handicap Unit Bromham Hospital Northampton Road Bromham Beds Tel: 02302-2095	Mental Handicap	- Quality Circles are being developed

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5. North Hertfordshire H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
5. North West Hertfordshire H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
5. Parkside H.A.			
i) Miss F Foster, Senior Nurse	St Marys Hospital Praed Street London W2 1NY Tel: 01-725-6666	Medicine/Surgery	- Ward Based Quality Assessment Project Medical/Surgical Wards
ii) Mr B Hambleton District Nurse Adviser	Parkside H.A. 16 South Wharf Road London W2 1PF Tel: 01-725-6666		- Unit Based Quality Assessment Project, Mental Health Unit - Modified Telford System
iii) Mrs A Laungani Professional Development Officer	Paddington Community Hospital Woodfield Road London W9 Tel: 01-286-6669	Community Nursing	- Standard Setting Project - Health Visiting. District Nursing and School Nursing
iv) Miss S Walsh Senior Nurse	Ditto		- Quality Circles
v) Miss D Millward Clinical Services	St Mary's Hospital Praed Street London W2 1NY Tel: 01-725-6666	Acute Services	- Wessex System
vi) Mr G Morgan Senior Nurse	St Charles Hospital Exmoor Street London W10 6DZ Tel: 01-969-2488	Acute Services	- Computer Based Monitoring System of Patient Accidents

<u>NAME OF CO-ORDINATOR/ CONTACT PERSON</u>		<u>ADDRESS & TEL. NO.</u>	<u>CLINICAL SPECIALTY</u>	<u>MEASUREMENT INSTRUMENT: PROJECT DETAILS/ RECENT DEVELOPMENTS</u>
5.	Riverside H.A.			
i)	Ms Sally Smith	Westminster Hospital Dean Ryle Street London SW1P 2AP Tel: 828 9811 ext. 2391	Nursing Practice	- Patient Satisfaction Survey - Indirect/Direct Care Time Study - Quality of Nursing Documentation - Standards Committee - established for the development of Process/Outcome Guidelines for Riverside Health Authority Standards
ii)	Ms H Strachen Nursing Project Manager	Riverside Dept of Computing 92-96 Vauxhall Bridge Rd London SW1 Tel: 828 9811 ext 441		
iii)	Mr C G Boakes Clinical Services Manager - Surgery and Assistant Director of Nursing	Charing Cross Hospital Fulham Palace Road London W6 8RF Tel: 01-748-2040 ext 2197	Surgery	- Adaptation of City & Hackney H.A.s "Achievable Standards of Care", which has been designed to increase nursing staffs' understanding of quality assurance whilst introducing basic systems onto the surgical wards
iv)	Ms A Woodley	Westminster Childrens Hospital Vincent Square London SW1P 2NS Tel: 01-828-9811	Paediatrics	- Qualpaeds as developed by Booth Hall Children's Hospital

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5. Riverside H.A. (cont.)			
v) L Hayes	4-5 Collingham Gardens London Tel: 01-835-1174	Mental Health Unit(s) & Handicap Acute Community ESMI Long Stay Children Family Adolescents Forensic Substance	- Clinical Audits (service & education) - Following guiding principles/unit values and preparing a strategy for all disciplines of Mental Health - Project with Institutes of Psychology due to commence August 1988 - Standard Service Specification being designed for total M.H.U. - 8 Quality Circle facilitators being trained
vi) Ms S Heath	Westminster Hospital Dean Ryle Street London SW1P 2AP Tel: 01-828-9811	Acute	- Standard setting using the framework of Donabedian (structure, process & outcome) To enable the assessment of these areas of nursing, various tools were developed: - Evaluation of Nursing Methods - Criteria for Nursing Documentation - Patient Satisfaction Questionnaire - Indirect/Direct Nursing Care time study - Profile of the Ward Learning Environment
vii) Ms S Heath Ms M Dorman	Ditto	Acute (Westminster & Charing Cross)	- Patient Dependency Study
viii) District Nurse Adviser	Westminster Hospital 17 Page Street London SW1 Tel: 01-828-9811	Acute	- Criteria for care (pilot study) - Monitor (pilot study)
5. South Bedfordshire H.A.			

INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION

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5. South West Hertfordshire H.A.				
i)	Mr A Hart Head of Nursing Services	Watford General Hospital Vicarage Road Watford Herts WD1 8HB Tel: 0923-244366	Care of the Elderly	- Starting in June 1988 - Monitor
ii)	Ms M Evans Director of Nursing Services - Acute	Ditto	General	- Qualpacs - Quality Circles for specific problems - Telford System done throughout the region - Wessex System done throughout the region
iii)	Ms M Williams District Nurse Adviser	43 Kings Close Watford Herts Tel: 0923-246300	Theatre	- NATN Quality Assurance Tool for Theatres, due to start soon
6. <u>NORTH EAST THAMES REGIONAL HEALTH AUTHORITY</u>				
6. Barking, Havering & Brentwood H.A.				
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION				
6. Basildon & Thurrock H.A.				
i)	Mrs I Cook Senior Tutor	Education Centre Thurrock Hospital Grays Essex Tel: 0375-383676	Acute General	- Quality Circles for the nursing process
ii)	Mrs K Hatter Nursing Management Trainee	Orsett Hospital Orsett Grays Essex Tel: 0375-891100	Ditto	- Ditto

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6. Basildon & Thurrock H.A. (cont.)			
iii) Mr P Coles Hospital Manager	Ditto	Acute General	- Patient Satisfaction Surveys
iv) Mr G Shaw Hospital Manager	Basildon Hospital Nether Mayne Basildon Essex SS16 5NL Tel: 0268-3911	Ditto	- Ditto
v) Miss S Jennings Hospital Manager/ Director of Nursing Services	St Andrew's Hospital Stock Road Billericay Essex Tel: 0277-622611	Ditto Care of the Elderly	- Ditto - * Code of good practice; elderly care
vi) Mr G Jones A & E Services Manager	Orsett Hospital Orsett Grays Essex Tel: 0375-891100	A & E Services	- Personal Services Teams
vii) Mr R Gildert Out-Patient Services Manager	Ditto	Out-Patient Services	- Personal Services Teams
viii) Mr T Hussain Director of Nursing Services	South Ockendon Hospital South Road South Ockendon Essex RM15 6SB Tel: 0708-852335	Mental Handicap	- Introducing the use of a standard matrix for the evaluation of the quality of life in residential mental handicap units and homes. The standard matrix was developed in Wales and is Crown Copyright with the Welsh Office - * Code of good practice; services for people with a mental handicap

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6. Basildon & Thurrock H.A. (cont.)			
viii)			* These codes of good nursing practice were compiled in conjunction with Southend, Mid-Essex, North East Essex and West Essex Health Authorities
ix) Mr A Mulboccus Senior Nurse	Ditto	Mental Handicap	- Standard Setting: use of seclusion
x) Miss J Laird Senior Nurse	Basildon Hospital Block F, Nurses' Campus Nether Mayne Basildon Essex SS16 5NX Tel: 0268-3911 ext. 3467	Health Visiting	- Standard Setting: standards of record keeping/referral procedure for problem families
xi) Mrs M Hylton Senior Nurse	Ditto (ext. 3467)	District Nursing	- Standard Setting: discharging/receiving patients into the community from the ward
xii) Mrs A Weston Senior Nurse	Ditto (ext. 3373)	District Nursing	- Standard Setting: lifting/moving patients in the community
xiii) Mr J Crofton Senior Nurse	Orsett Hospital Geriatric Unit Orsett Grays Essex Tel: 0375-891100 ext. 2451	Care of the Elderly	- Standard Setting: discharging patients from the wards to the community

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6. Basildon & Thurrock H.A. (cont.)			
xiv) Mr P Geoghegan Senior Nurse Adviser	Mental Health Unit Basildon Hospital Nether Mayne Basildon Essex SS16 5NL Tel: 0268-3911 ext. 3663	Psychiatry	<ul style="list-style-type: none"> - Standard Setting: - Acute: (a) Care of the suicidal patient (b) Individual patient care - Elderly: (a) Personalised Clothing (b) Individual assessment of patients with a continence problem - Rehabilitation: Continuity of care (to ensure smooth transition of care between hospital and community) - Interdisciplinary - care planning within a rehabilitation setting - Independence training within the institution
xv) Mrs I Golden Senior Nurse	St Andrew's Hospital Stock Road Billericay Essex CM12 0BH Tel: 0277-622611	Elderly Care	<ul style="list-style-type: none"> - Standard Setting: discharge planning
xvi) Miss D Drysdale Sister	Ditto	Burns	<ul style="list-style-type: none"> - Standard Setting: counselling the burns patient
xvii) Miss S Jennings Hospital Manager/Director of Nursing Services	Ditto	Care of the Elderly	<ul style="list-style-type: none"> - Personalisation in Hospital - Services for the Elderly: A survey by interview and personal inspection undertaken; a profile of facilities which enhance personal aspects of the quality of life has been compiled, and deficiencies identified

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6. Basildon & Thurrock H.A. (cont.)			
xviii) Mr M Duncanson Site & Services General Manager	South Ockendon Hospital South Road South Ockendon Essex RM15 6MB Tel: 0708-852335	Mentally Handicapped	- Self-advocacy groups have been set up, to obtain views of residents on the adequacy quality of the service
xix) Miss P Funnell District Catering Manager	Basildon Hospital Nether Mayne Basildon Essex SS16 5NL Tel: 0268-3911 ext. 3424	Catering	- A catering quality assessment programme is carried out in each of Authority's premises four times a year, measuring food quality, meal ordering, wastage, temperature etc, and a score applied
xx) Mr R Tickner Senior Planning & Information Officer	Ditto (ext. 3244)	Planning	- A community access and transport enquiry commenced in 1986 looking at problems of transport to and from the hospitals. Visitors and patients surveyed. Analysis nearing completion, and proposed pilot project being formulated
xxi) Mrs E Stoby Director of Nursing Services	Ditto (ext. 3466)	Primary Care	- Family Planning and Well Woman Clinic surveys of use, attitudes and level of satisfaction, using questionnaire on voluntary basis by a sample group of women attending the clinics. Should assist with planning staff training and service development

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6. Basildon & Thurrock H.A. (cont.)			
xxii) Miss B Lamb Director of Nursing Services	Orsett Hospital Orsett Grays Essex Tel: 0375-891100 ext. 2341	Acute Acute General	- * Code of good nursing practice for acute services - Management information system - Excelcare * These codes of good nursing practice were compiled in conjunction with Southend, Mid-Essex, North East Essex and West Essex Health Authorities
6. Bloomsbury H.A.			
i) Ms A Kerruish	Bloomsbury H.A. Room 118 25 Grafton Way London WC1E 6DB Tel: 01-387-9300	Research	- Information from patients project. This is a consumer satisfaction project which is being introduced gradually to all units, both in- and out-patient. Results reported to management will require remedial measures if satisfaction with quality falls below pre-agreed standards
6. The City & Hackney H.A.			
i) Miss P J Hibbs Chief Nursing Officer	1st Floor Queen Mary's Nurses Home St Bartholomew's Hospital West Smithfield London EC1A 7BE Tel: 01-601-8888	Gynaecology Nursing	- <u>Standards of Care Working Party</u> Setting standards in:- a) Post-operative analgesia. Assessment tool drawn up including a questionnaire and patient and observer rating scale techniques. Pilot study has commenced with 30 patients undergoing cold surgery abdominal hysterectomy b) Information given to patients undergoing suction termination of pregnancy

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6. The City & Hackney H.A. (cont.)			
i)		Intensive Care Nursing	- <u>Standards of Care Working Party</u> Aim to set standards this year in:- a) endotracheal suction b) mouth care c) pain control
		Nursing	- <u>Standards of Care Working Party</u> Includes day and night staff from St. Bartholomew's Hospital. Areas identified as problems:- a) sleep disturbance b) administration of drugs c) admission of patients at night
		Physiotherapy	- <u>Standards of Care in OPD, Hackney Hospital</u> Specification of standards cover:- a) physical environment of OPD b) personal services c) physiotherapy care Measurement tool designed along lines of "Achievable Standards of Care for the Elderly" measurement tool
		Elderly	- <u>Achievable Standards of Care for the Elderly Monitoring Tool</u> Development of comprehensive monitoring tool covering:- Physical environment of wards/nursing homes; Personal Services; Nutritional Services; Nursing Services; Paramedical and Therapeutic Services; Medical Services and Social Work

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6. The City & Hackney H.A. (cont.)			
i)		Psychiatry	<p>- <u>Achievable Standards of Care for the Mentally Ill.</u> The first draft (May 1988) of standards and monitoring tool for the mentally ill has been produced taking the same format as the Achievable Standards of Care for the Elderly. A descriptive study has also been carried out of the psychiatric services in order to gauge the opinions of doctors, nurses, patients and relatives. Findings of the study will be incorporated, as far as possible, into the draft achievable standards document. Wider consultation will then follow</p>
		Terminally Ill	<p>- <u>Achievable Standards of Care for the Terminally Ill</u> Second draft has been produced using a similar format to the Achievable Standards of Care for the Elderly</p> <p>- <u>Standards of Care in Nursing the Terminally Ill</u> A draft document has been produced incorporating structure, process and outcome standards covering the following areas: Fatigue, Patient's Knowledge Base, Patient's Lifestyle, Patient's Mobility, Nurses' Stress, Nutritional Care, Patient Administered Pain Relief, Pressure Sores</p>
		Sickle Cell Disease	<p>- <u>6 Month Pilot Project, Nov. 1987-May 1988</u> Includes pilot schemes/protocols to improve the quality of care this patient group receives. Pilot project will be evaluated in June 1988</p>

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CONTACT PERSON

ADDRESS & TEL. NO.

CLINICAL SPECIALTY

MEASUREMENT INSTRUMENT: PROJECT DETAILS/
RECENT DEVELOPMENTS

Patient Satisfaction
Studies

- a) Standards of Care for the Elderly:
to design a simple questionnaire covering
the most important aspects of the
monitoring tool
- b) Standards of Care for Gynaecology
Patients
- c) Standards of Care for Sickle Cell
Patients
- A simple questionnaire will also be
designed to cover the persistent areas
of dissatisfaction highlighted in the
literature (or any other issues which Unit
Management wish to concentrate on) which
can be given to all patients admitted to
each hospital

Pressure Area Care

- Strategy for Patients who have Sustained a
Fractured Neck of Femur
Includes the development and successful
implementation of a nursing assessment
sheet for A&E enabling nurses to
prioritise the care given to this
vulnerable group of patients when they
arrive at hospital. Work has progressed to
the orthopaedic theatre with trial
modifications and improvements to reduce
pressure gradients between patient and
theatre table. Additional study underway
to measure tissue deformation under
applied loads using ultra sonic
techniques. A Working Party is producing a
new practice with standards which will be
launched in the summer and printed for
distribution to other authorities

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6. The City & Hackney H.A. (cont.)			
i)		Quality Circles	- There are 9 Quality Circles meeting regularly in the following departments:- Physiotherapy, Stoma Therapy, Women's Out-patients, Intensive Care Unit, Elderly Unit, Theatres, Nightwatch, Cardiology, Outpatient Department. A further 3 Quality Circles will start this year
6. Enfield H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
6. Hampstead H.A.			
i) Mrs J Wilder	Nursing Administration The Royal Free Hospital Bond Street London NW3 Tel: 01-794-0500 ext. 3446	Acute Unit	- Patient Dependency System (Home grown and Cheltenham)
6. Haringey H.A.			
i) Mrs M M Jones Asst. Director of Q.A. & Planning	Haringey H.A. Mountford House The Green Tottenham London N15 Tel: 01-808-1081	Across District	- Care of Dying & Dead Policy - Monitor and Criteria for Care - Quality Improvement Projects in a total package - Task Force and Project Group activity working

6. Haringey H.A. (cont.)

ii)	Mr M Holdsworth Director of Q.A./ Chief Nurse Adviser	Ditto	District Services	- Regional Package for Domestic Services Monitoring
			Across District	- Problem solving techniques used in project groups etc - Quality Circle Training Leader/Advanced Facilitator Quality Circles in operation - Steering Group on Quality - 2 in District - Q.A. Committee - District wide - Patient complaints monitoring - home visits on a sample of complaints. Questionnaire designed and completed - Conference and conventions 1988 - Quality Improvement and Middle Management: October 14, 1988 - National Quality Convention on Haringey Quality on November 3, 1988
			Mental Illness	- Developing strategy District wide for mentally ill - undertaken on a problem solving basis - measureable - Community - Mental Illness - Setting standards for caring groups
			North Middlesex Hospital - General	- Pain Protocols Project - Special Interest Group - NHS - on standard setting and management skills - Patient Satisfaction Survey - not as yet commenced but about to take off
			District Community Services	- Dental Service - clinical audit

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6.	Islington H.A.			
i)	Ms H C Butler Service Quality Nurse	Department of Quality Assurance Islington H.A. District Offices Dartmouth Park Hill London N19 5HT Tel: 01-272-3070	General Training Wards/Depts	- Designing a system of audit for the clinical learning environment: Method: - Formulating standards for theatre aspect, physical environment, nursing and social climates; sub-divided into subjects - Identifying relevant criteria of structure process and outcome - Development stage: evaluating the presence and absence of structure - Formulating standards for the preoperative care of patients
6.	Mid Essex H.A.			
i)	Mr A King Support Nurse	Bellefield New London Road Chelmsford Tel: 0245-491149	Acute	- Monitor - in initial stages of implementation
ii)	Mrs B Reilly Senior Nurse	St Peter's Hospital Spital Road Maldon Essex Tel: 0621-56515	Care of the Elderly	- Senior Monitor
iii)	Miss K McMinn Paediatrics	St John's Hospital Wood Street Chelmsford Tel: 0245-491149	Paediatrics	- NAWCH Paediatric Audit

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6. Mid Essex H.A. (cont.)			
iv) Miss S Slade District Support Nurse	Mid-Essex H.A. Collingwood Road Witham Essex CM8 2TT Tel: 0376-516515 ext. 212	General Mental Handicap	- Quality Circles x 2 - Patient/consumer satisfaction survey - Codes of Practice - Mental Handicap - Standard Setting - beginning in conjunction with school of nursing
6. Newham H.A.			
i) Mr R Ballentine Chief Nurse	Newham H.A. 1 Helena Road Plaistow London E13 Tel: 01-472-1444	All areas	- Telford System
ii) Mr A Hughes Assistant to Chief Nurse	Ditto	Acute	- Manpower Systems Evaluation
iii) Miss S Chung Senior Nurse (Research)	Ditto	Geriatric General	- Patient Satisfaction Survey (Interviews) - Nursing Process - Relatives' Involvement (Care Plans, Interviews)
6. North East Essex H.A.			
i) Mrs F Halliday Standards Officer	Standards Department Health Offices Turner Road Colchester CO4 5JR Tel: 0206-851257 ext. 219	Outpatients	- Pharmacy Survey - patient satisfaction with OPD Pharmacy Services (Report scheduled February 1989)

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6.	North East Essex H.A. (cont.)			
ii)	Mrs V Coleman Standards Officer (N/Homes)	Ditto (ext. 216)	Care of the Elderly	- Patient Satisfaction Survey - all convalescent patients at St. Michael's Private Nursing Home, Clacton on Sea (50% are contractual beds). Report scheduled February 1989
iii)	Mr K Chapelhow Operational Services Manager	Acute Unit Colchester General Hospital Turner Road Colchester Tel: 0206-853535	General	- Colchester CARE System (Continuing Audit, Review and Evaluation)
iv)	Miss S Dass Senior Nurse (Staff)	Acute Unit Essex County Hospital Lexden Road Colchester Tel: 0206-853535	Care of the Elderly Paediatrics General	- Senior Monitor - Amended Paediatric Monitor - General Monitor was conducted across 16 wards in the Acute Unit in 1987. (Adult Monitor, Senior Monitor, Paediatric Monitor to be repeated commencing 1 January 1989)
v)	Miss J Barratt Professional Adviser (Child Health/Health Visiting)	Community Unit Central Clinic East Lodge Court Colchester Tel: 0206-579411	Community	- "Vulnerability Score System" - assesses intervention level of Health Visitors to workload of clients. Will make monitoring of standards of practice more dependable
vi)	Miss C Brammer Obstetric Services Manager	Midwifery Services Colchester Maternity Hospital Lexden Road Colchester Tel: 0206-69244	Midwifery	- Review of Antenatal Services - involving Ante-natal clinics, Parentcraft, Managers - across District - OPCS development of Satisfaction Surveys in Maternity Care for DHSS - pilot project with OPCS

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6. North East Essex H.A. (cont.)			
vii) Mr R Hawes Assistant Unit General Manager/Nurse Adviser	Mental Health Unit Severalls Hospital Boxted Road Colchester Tel: 0206-851257	Psychiatry	- Continence Survey - Quality of Care Meetings
6. Redbridge H.A.			
i) Ms I Allum Senior Nurse Quality Assurance Priority Services Unit	Goodmayes Hospital Barley Lane Goodmayes Essex IG3 8XJ Tel: 01-590-6060	Mental Health Mental Handicap Community Nursing Services Health Visitors School Nurses District Nurses Clinical Nurses	- <u>Nursing Audit</u> - Based on South Downs Audit. Introduced to all units in January 1987 - it identifies areas of good practice and areas of concern and auditors propose action for future practice - <u>Developments as a Result of Above</u> - Introduction of patient dependency criteria - Introduction of code of professional conduct UKCC as quality checklist - Update of written information to patients, clients, relatives etc - Development of questionnaire for carers in Day Unit - Programmes of professional update for all nurses in house - Introduction of format for setting service objectives (Structure/Process/ Outcome) - <u>Quarterly Summary and Analysis</u> - Complaints, accidents, incidents of staff and patients - The above used in learning situation in all departments

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6. Southend H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
6. Tower Hamlets H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
6. Waltham Forest H.A.			
i) Mr T C Keighley Director of Nursing	Waltham Forest H.A. Claybury Hall P O Box 13 Woodford Green Tel: 01-505-6241		- For initial contact on quality issues
ii) Miss S Mackie-Bailey Project Co-ordinator	Ditto	Care of the Elderly	- Locally developed Audit System - Waltham Forest Nursing Activity Analysis was developed for use in Local Geriatric Hospital. The project lasted eight weeks, followed by a period of detailed data analysis
		Acute Services Whipps Cross and Wanstead Hospitals	- Waltham Forest Nursing Activity Analysis. This work has now been introduced into the Acute Unit
iii) Mr D Cain Director of Hotel Services	Ditto		- Patient/Consumer Satisfaction Surveys on Hotel Services
6. West Essex H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			

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7. <u>SOUTH EAST THAMES REGIONAL HEALTH AUTHORITY</u>			
i) Ms M Hunt Regional Nursing Research Officer	SETHRA Thrift House Collington Avenue Bexhill-on-Sea East Sussex TN39 3NQ Tel: 0424-730073 ext. 2343	Research	<ul style="list-style-type: none"> - Development of a regional computerised Community Psychiatric Nursing Information System - a basis for monitoring clinical and managerial practice - Development of regional standards and criteria for the registration and inspection of private nursing homes - Facilitating Quality Circles/participative research groups in district health authorities
7. <u>Bexley H.A.</u>			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
7. <u>Brighton H.A.</u>			
i) Mr M Smits Assistant Chief Nursing Officer	Brighton General Elm Grove Brighton BN2 3EN Tel: 0273-696011	District-wide	<ul style="list-style-type: none"> - Quality strategy. Bottom-up approach using group work, action research and Quality Circle methods to produce standards and criteria. Start August 88 - Telford Nursing Information System (Brighton method)
		Elderly Acute Eyes	<ul style="list-style-type: none"> - Quality Circles
ii) Ms M Donn Chief Nursing Officer & Director of Consumer Affairs	Ditto	Outpatients A & E	<ul style="list-style-type: none"> - Survey, action plans, standards
		Patient Literature	<ul style="list-style-type: none"> - "A better deal for outpatients"

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7. Bromley H.A.			
i) Mr R W Sheridan	Bromley Health Authority Farnborough Hospital Farnborough Common Orpington Kent BR6 8ND Tel: 0689-53333	Acute	- "SENS" Regional pilot of Patient Dependency Study
		All Specialities	- Ward Audit System developed by BHA - Quality Circle Programme
		Midwifery	- Patient Satisfaction surveys developed by BHA
7. Camberwell H.A.			
i) Ms L Batehup Lecturer/Clinical Nurse Specialist	Byron Ward Dulwich Hospital London SE22 Tel: 01-693-3377	Care of the Elderly	- Development of the role of the primary nurse: evaluation of primary nursing on patient care - QUALPACS (Wandelt 1974). Patients perceptions of "personalised" care modified from instruments developed by Sellick et al , (1983), Watson (1978). Nurses, patients and relatives' attitudes to participation in nursing care (by patients and relatives) (Brooking 1986). In-depth interviews with nurses, patients and relatives
7. Canterbury & Thanet H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
7. Dartford and Gravesham H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			

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	Eastbourne H.A.	Eastbourne Health Authority 9 Upperton Road Eastbourne Sussex BN21 2BH Tel: 0323-37121		<ul style="list-style-type: none"> - Working with speech therapist and nursing staff of 2 wards at All Saints Hospital, Eastbourne, to develop integrated speech therapy/nursing interventions in the management of stroke patients' speech defects - Study to monitor process and outcomes of experiment being set up
i)	Mrs M Hunt Regional Nursing Research Officer	Eastbourne Health Authority 9 Upperton Road Eastbourne Sussex BN21 2BH Tel: 0323-37121		<ul style="list-style-type: none"> - Working with speech therapist and nursing staff of 2 wards at All Saints Hospital, Eastbourne, to develop integrated speech therapy/nursing interventions in the management of stroke patients' speech defects - Study to monitor process and outcomes of experiment being set up
ii)	Miss P D Wade Chief Nurse/Outpatient Manager	Eastbourne District General Hospital Kings Drive Eastbourne East Sussex BN21 2HD Tel: 0323-21351	General	<ul style="list-style-type: none"> - Quality Circles - Patient Satisfaction Surveys - Suggestion Scheme
7.	Greenwich H.A.	INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION		
7.	Hastings H.A.	INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION		
7.	Lewisham & North Southwark H.A.			

- NO PROJECTS TO REPORT

<u>NAME OF CO-ORDINATOR/ CONTACT PERSON</u>	<u>ADDRESS & TEL. NO.</u>	<u>CLINICAL SPECIALTY</u>	<u>MEASUREMENT INSTRUMENT: PROJECT DETAILS/ RECENT DEVELOPMENTS</u>
7. Maidstone H.A.			
i) Mr J Wilkes Operations Manager	Mental Handicap Care Group 180-186 Union Street Maidstone Kent ME14 1EY Tel: 0622-673358/9	Services for people with mental handicap	<ul style="list-style-type: none"> - Locally developed policy, currently being implemented, in which:- - standards for care-giving in both the fieldwork and residential services have been formulated - a system of auditing has been developed to enable the review of:- <ul style="list-style-type: none"> (a) the activity of individual members of staff (b) whole services in relation to the standards - methods of acting on the information obtained from the audits have been outlined
ii) Prof L McKenry University of Miami School of Nursing	Hextall Court Martins Lane Peckham Bush Tonbridge Kent TN12 5NB Tel: 0622-871316	Medical nursing	<ul style="list-style-type: none"> - Study of the effect of different processes for ward management on quality of care on three medical wards
iii) Mr K Jones Research Adviser for Nursing, Midwifery and Health Visiting	Dept of Nurse Education Hermitage Lane Maidstone Kent ME16 9PD Tel: 0622-29020 ext. 219	Services for elderly people Gynaecology (extending to other services shortly)	<ul style="list-style-type: none"> - Comprehensive evaluation of the practice of systematic individualized care to identify developmental needs and set baselines for subsequent monitoring
7. Medway H.A.			
i) A Thrower Nursing Officer	St Bartholomews Hospital New Road Rochester Kent ME1 1DS Tel: 0634-402030		<ul style="list-style-type: none"> - Developing standards for care of the terminally ill in acute wards, using a quality circle approach

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7. Medway H.A.			
ii) Mr M Heritage Senior Nurse	Milton Regis Hospital North Street Sittingbourne Kent ME10 2HR Tel: 0795-26915		- Developing standards for the transfer of patients between hospitals and to and from the community, using a quality circle approach
7. South East Kent H.A.			
i) Mrs M Bray Deputy Director of Nursing Services	William Harvey Hospital Kennington Road Willesborough Ashford Kent TN24 0LZ Tel: 0233-33331	General/Acute	- Quality Circles - South East Thames Nursing system (measuring dependency and matching demand) - Monitor - planning to move on to Qualpacs within the next two years
or			
Mrs S Crux Special Project Nurse	Ditto		
7. Tunbridge Wells H.A.			
i) Miss J Hill Divisional Nurse Manager	Kent and Sussex Hospital Mount Ephraim Tunbridge Wells Kent TN4 8AT Tel: 0892 26111	Theatres	- National Association of Theatre Nurses (NATN) Tool
		Orthopaedics	- South East Nursing Studies
ii) Mrs P Gardiner Divisional Nurse Manager	Ditto	General Surgery ENT Ophthalmics	

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7. Tunbridge Wells H.A. (cont.)			
iii) Mrs M Avery Nursing Officer	Highlands House 10 Calverly Park Gdns Tunbridge Wells Kent TN1 2JN Tel: 0892-43856	Health Visiting	- Quality circles
7. West Lambeth H.A.			
i) Miss M E Lansdell Director of Nursing Services (Midwifery & Gynaecology)	St Thomas' Hospital 1 Lambeth Palace Road London SE1 7EH Tel: 01-928-9292	Midwifery	- Patient "Self Review of Labour" forms given to mothers following delivery: asked to comment on their labour (which enables us to ensure that they understand what happens and why) and on any aspects of care which they particularly liked or disliked and changes they would wish to see
ii) Miss S Woodward Senior Nurse	Community Care Centre Monkton Street London SE11 Tel: 01-582-5513	Elderly Care	- Quality Circles - Standard Setting (Nursing 1990 Group)
iii) Miss L Fisher Senior Nurse	St Thomas' Hospital (as above) Acute Unit (bleep 345)	Varied	- Development of a package entitled "A Standards Document incorporating a Patients Bill of Rights". This package is being piloted in one unit with a view to being extended to the Acute Unit
iv) Miss E Stevens Director of Nursing Services	St Thomas' Hospital (as above)	General & specialist	- Nurse/patient Dependency System - St Thomas'. This system has been on trial at St Thomas' for 3 months. We are now about to pilot the SENS System from S E Thames Region which has been adapted in line with the work done for the St Thomas' Dependency System and will be piloted in the next few months

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7. West Lambeth H.A. (cont.)			
iv)		Outpatients	- Telford Study undertaken in Outpatients with the ward profile adapted for Outpatient Units. It is planned to administer Telford in the Acute Unit during 1988/89
v) Miss B McClune Research Sister	St Thomas' Hospital (as above)	Intensive Care	- Peer review, standard setting, modification of Intensive Care Society Dependency System
vi) Mr D Southern Nursing Development Adviser	Tooting Bec Hospital Tooting Bec Road London SW17 8BL Tel: 01-672-9933	Mental Health	- Continence promotion - Standards of Care Committee established
8. <u>SOUTH WEST THAMES REGIONAL HEALTH AUTHORITY</u>			
8. Chichester H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
8. Croydon H.A.			
i) Mrs C Millsted Assistant Director of Nursing Services, Quality Assurance	St Lawrence's Hospital Coulsden Road Caterham Surrey CR3 5YA Tel: 0883-46411	Mental handicap	- Quality survey of all wards and units based on NDTs check list and principles referred to by the IDC (pursuing quality) - Quality action groups to look at issues, eg residents' clothing - Other areas covered by myself: incontinence and its management, pressure sores, hairdressing service to people with mental handicap and transport - We are hoping to set up a Quality Circle with the continence adviser

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8. East Surrey H.A.			
i) Mr P Dunham District Nurse Adviser	East Surrey Health Authority Mountview Drive Redhill Surrey RH1 6JT Tel: 0737-768677 ext. 255		- Telford and Modified Brighton Systems
8. Kingston & Esher H.A.			
i) Mrs B Bumstead	Surbiton Hospital Ewell Road Surbiton Surrey Tel: 01-399-7111	GP Elderly	- NO PROJECTS TO REPORT
ii) Mr D N Hay District Co-ordinator	District Headquarters 17 Upper Brighton Road Surbiton Surrey KT6 6LH Tel: 01-390-1111 ext. 273		- Preparing to set up a multifactoral system covering all services, which will be based on a system of pre-setting standards and evaluation
8. Merton & Sutton H.A.			

INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION

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8. Mid-Downs H.A.			
i) Mr J Faulds	Beechmont St Francis Hospital Haywards Heath RH16 4E7 Tel: 0444-455952	Education	- (PACSEP) Process and Criteria for the selection of experience placements - The "system" seeks to assess the quality of the teaching/learning environment prevailing in the clinical area. By definition, therefore, it reveals information concerning the quality of care prevailing
8. Mid-Surrey H.A			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
8. North West Surrey H.A.			
i) Mr C Eyes Director of Nursing Services (Acute)	St Peters Hospital Guildford Road Chertsey Surrey Tel: 093-287-2000 ext. 2216	Acute	- Monitor/Criteria for Care - Patient Questionnaires - Telford - Discharge Planning Check List - NAWCH - Relative Support Groups - eg Scoliosis - Staff Support Groups - Daily Patient Dependency Survey - Nurse Recruitment/Attrition - Specialist Nurses - Stoma
ii) Ms M Lemos-Ferraira Bridgewell House Manager	Bridgewell House 129 Victoria Way Woking Surrey Tel: 0483-756318	Mental Health	- Patient Satisfaction questionnaire & survey

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8. North West Surrey H.A. (cont.)			
iii) Mrs S Belcher Senior Nurse	Ottershaw Hospital Ottershaw Nr Chertsey Surrey Tel: 093-287-2000 ext. 2019	Elderly mentally ill	- Quality circle - Check List - Personal belongings audit
iv) Mr P Stow Community Manager	Abraham Cowley Unit St Peters Hospital Guildford Road Chertsey Surrey Tel: 093-287-2000 ext. 2445	Community Psychiatric Nursing	- Standard Setting document
v) Miss J Booker Director of Midwifery	Maternity Unit St Peters Hospital (as above)	Maternity	- No recent developments
vi) Mr D Marquis Director of Nursing Services	Botley Park Hospital Chertsey Surrey Tel: 093-287-2000 ext. 2252	Nursing	- Care Audit of environmental standards (Quality Audit) - Manpower information represented in histograms, showing grades in post, by villa, sickness, Annual Leave, time spent at the workplace
vii) Mr I Korimbocus Care Services Manager	Botley Park Hospital (as above)	Multi-disciplinary	- Quality Circles
viii) Mr B Cottrell Unit Accountant	Botley Park Hospital (as above) ext. 2063	Budgets	- Budgetary information within Care Units on weekly basis

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8.	Richmond, Twickenham and Roehampton H.A.			
i)	Ms C Winfield Research Nurse Community Unit	Community Health Office Kings Road Richmond Surrey TW10 6EF Tel:01-948-0251	Midwifery	- Currently working on producing a standards of care document based on the All Wales Nurse Manpower Planning Committee Standards of Care (1985)
			Psychiatry	- Discussing the use of the Central Nottinghamshire Psychiatric Nursing Audit
			Community Nursing District Nursing	- The QA Group has not met for six months, due to Korner Implementation. It is focusing on delivering a philosophy of district nursing, setting service objectives and evaluating tools currently in use
			Health Visiting School Nursing	- Working Groups are currently meeting to discuss the way the services should develop. When they report their work will be used as a basis for standard setting
ii)	Mrs L Dunne Quality Assurance Project Manager	c/o Nursing Admin Queen Marys Hospital Roehampton Lane London SW15 5PN	General	- GRASP - Nursing Audit - Health Policy and Advisory Unit patient satisfaction questionnaire, "What the Patient Thinks" - survey conducted 1987 - Developing standards and ward operational policies
8.	South West Surrey H.A.			
i)	Mr J Clark	c/o St Lukes Hospital Warren Road Guildford Surrey GU1 3NT Tel: 0483-571122 ext. 415	District-wide nursing service, hospital and community	- Adapted Cheltenham system

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8. Wandsworth H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
8. West Surrey and North East Hampshire H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
8. Worthing H.A.			
i) D G Culpitt Senior Nurse (Clinical Practice)	Southlands Hospital Shoreham-by-Sea Sussex BN4 6TQ Tel: 0273-455622 ext. 556		- South West Thames Regional Health Authority Brighton Modified Telford - hospital and community - Quality circles being developed - Nursing models (Roper and Orem)
9. <u>WESSEX REGIONAL HEALTH AUTHORITY</u>			
9. Basingstoke and North Hampshire H.A.			
i) Miss M O'Hara Personnel Manager/ Senior Nurse	Basingstoke District Hospital Aldermaston Road Basingstoke RG24 9NA Tel: 0256-473202	Care of the Elderly Acute	- Senior Monitor and Monitor
ii) Mr R Barfoot Post Basic Education Tutor	Donald Burrell Centre Basingstoke District Hospital (as above)		- Quality Circles
iii) Mrs P Torr Speciality Teacher (Elderly Care)	F Floor Basingstoke District Hospital (as above)	Care of the Elderly	- Quality Circles

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9. Bath District H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
9. East Dorset H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
9. Isle of Wight H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
9. Portsmouth and South East Hampshire H.A.			
i) Mrs I Hilton Quality Assurance Nurse	Acute Services St Marys General Hospital Milton Road Milton Portsmouth Hants PO3 6AD Tel: 0705-822331 ext. 2408	Acute Long stay	- Monitor and Criteria for Care were used concurrently on 19 Acute wards in 1986/7 - Nurse Activity Analysis was undertaken on 4 long-stay wards - A report is available from Acute Services Dept, St Marys General Hospital, but see also articles in Senior Nurse, May/June 88 - Currently implementing recommendations of the report on one pilot ward, where Monitor and Criteria for Care will be repeated in early 1989 for evaluation of changes made - At present working towards setting clinical standards with a view to developing a tool to audit standards set
9. Salisbury H.A.			
i) Mrs S J Brown PA to Director of Patient Services	Odstock Hospital Salisbury SP2 8BJ Tel: 0722-336262 ext. 2767	Theatres Outpatients Elderly Care/Adult Medicine General Surgery	- NATN package - Developing standards - preliminary stages

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9. Southampton and South West Hampshire H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
9. Swindon H.A.			
i) Mr R Fawcett Nurse Adviser, Quality Assurance	Paget House Princess Margaret Hospital Okus Road Swindon Wiltshire SN1 4JU Tel: 0793-36231 ext. 3722/3057/ 3219	General Elderly	- Monitor - annual programme covering DGH, 2 acute satellite hospitals, and hospital for the elderly - Research on effects of Monitor on the management of nursing care quality
ii) Ms S Bradshaw Quality Assurance Sister	Ditto	Psychiatry	- Quality monitoring tool based on Rush - Medicus due for final version and release September 1988. (Many other developments underway, based on setting and evaluation of care against standards)
iii) Mr T Fergusson Patient Services Manager	St Margarets Hospital Stratton-St-Margaret Swindon Tel: 0793-823331	Elderly	- Quality Circle
9. West Dorset H.A.			
i) Mrs D Sale Acting Chief Nurse Adviser Project Co-ordinator (Standards of Care, Excelcare)	West Dorset Health Authority Herrison House Dorchester Dorset DT2 9RL Tel: 0305-63661		- Setting standards of care throughout West Dorset Health Authority, using the Royal College of Nursing framework. Various monitoring systems, including patient questionnaires, patient satisfaction forms and adapted audit. Measurement of criteria, ie. answering yes or no to criteria relevant to individual standards

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9. West Dorset H.A. (cont.)			
i)			individual standards - Excelcare, a computerised nursing system based on standards of care
9. Winchester H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
10. <u>OXFORD REGIONAL HEALTH AUTHORITY</u>			
10. Aylesbury Vale H.A.			
i) Mrs A Calviou Project Officer Consumer Services	Aylesbury Vale Health Authority Ardenham Lane Aylesbury Bucks HP19 3DX Tel: 0296-437501 ext. 269	Acute Services Priority Care Services Unit	- Quality Discussion groups
10. East Berkshire H.A.			
i) Sr S Smith	Ward 6 Wexham Park Hospital Slough Berks SL2 4HL Tel: 0753-34567	Acute Medicine	- Workload indicator - own design - Manpower indicator - own design
ii) Mrs K Wilson Clinical Nurse Manager	Ward 9 Wexham Park Hospital (as above)	Elderly care	- Qualpacs - own variation - Patient/Consumer Satisfaction system

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10.	Kettering H.A.			
i)	Ms M Winsor Sister	Kettering General Hospital Rothwell Road Kettering Northants NN16 8YZ Tel: 0536-410666	Orthopaedics	- Bereavement "Who Cares?" Project to determine quality of care given to those bereaved in the district, to determine the need for a bereavement counsellor - Questionnaire for patients and health workers
ii)	Mrs M Jaffrey	Ditto	Medicine	- Beginning project to determine quality of care on discharge - privacy - admission also OPD quality of care
iii)	Mr A Skinner Director of Nursing Services	St Marys Hospital London Road Kettering Northants NN15 7PW Tel: 0536-410141	Care of the Elderly	- Telford Study across Unit
iv)	Mrs P Meakins Ward Sister	Ditto	Care of the Elderly	- Formulation of Care Plans - Nursing Process Continuing Care Plans
v)	Miss G M Topps Chief Nursing Adviser/Director of Quality Assurance	District Headquarters Kettering General Hospital (as above)		- Patient Satisfaction survey in Outpatients, using Critical Incident Technique
vi)	Mrs M Percival Director of Nursing Services	Derbyshire House Lower Street Kettering Northants Tel: 0536-410099	Community Nursing	- CONCEPT - community nursing information on computer with electronic data capture system

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10. Kettering H.A. (cont.)			
vii) Mrs M Wilson	Stockburn Memorial Home Southlands Kettering Northants Tel: 0536-410360	District Nursing Hospital to Home Discharge Community Nursing	- Setting standards - the Donabedian Model - Safe Patient handling - Prevention of back pain in nurses - Code of good practice - Investigation - Management Services Survey of 30 elderly discharged patients - Assess and utilise findings of the FPC when they survey GPs in the area - Project producing the training package for care workers in Social Services Homes, including medication, continence promotion and safe patient handling
10. Milton Keynes H.A.			
i) Mrs M MacDougall Senior Nurse, QA	Milton Keynes District General Hospital Eaglestone Standing Way Milton Keynes MK6 5LD Tel: 0908-660033 ext 2322	Acute Medicine Acute Surgery Orthopaedics Gynaecology ENT Acute Elderly Paediatrics General Theatres	- Monitor (first assessment) - Quality Circle - recently formed; has had two meetings - ongoing - Quality Circles

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10.	Northampton H.A.			
i)	Mr S Nullatamby	St Crispin Hospital Berrywood Road Duston Northampton NN5 6UN Tel: 0604-52323	Mental illness	- Standards of Care document - details the clinical standards that best meet the needs of the patients
ii)	Mr G Steele	District Headquarters Beaumont Cliftonville Northampton NN1 5DN Tel: 0604-21155	General Acute Orthopaedic	- Monitor - ongoing assessments
			General Acute	- In-House workshop for Monitor assessors - development of a 2-day workshop to increase the number of available assessors and improve the quality assessment service
10.	Oxfordshire H.A.			
i)	Mrs S Bradshaw Senior Nurse	Radcliffe Infirmary Woodstock Road Oxford OX2 6HE Tel: 0865-249891 ext. 4967	Elderly care	- Qualpacs - Phaneuf's audit - Standard setting system
ii)	Mr C Johns Nurse in Charge	Brackley Cottage Hospital Brackley Northants NN13 5DA Tel: 0280-702388	Nursing	- Standard setting system
iii)	Mrs S Punton Senior Nurse Practitioner	Oxford Nursing Development Unit Radcliffe Infirmary (as above)	Nursing	- Qualpacs - Phaneuf's audit - Standard setting system

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10. West Berkshire H.A.			
i) Chief Nursing Officer	West Berkshire Health Authority Station Road Reading Berks RG1 1LU Tel: 0734-586161	District-wide All specialities	- Setting nursing standards at local and district level - Locally developed tool for assessing manpower needs
ii) Mrs H Kendall Professional Officer, Quality Assurance	Ditto		- Quality Circles
10. Wycombe H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
11. <u>SOUTH WESTERN REGIONAL HEALTH AUTHORITY</u>			
11. Bristol & Weston H.A.			
i) Sr Miles Sr Thorns	Bristol Royal Hospital for Sick Children St Michael's Hill Bristol BS2 8BJ Tel: 0272-215411	Paediatric ITU	- Donabedian system standards of care measurement
ii) Mrs W Amatiello	Central Health Clinic Tower Hill Bristol Tel: 0272-291010	Health Visiting and District Nursing	- Ditto
iii) Miss J Slater	Ditto	Ditto	- Ditto

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11. Bristol & Weston H.A. (cont.)			
iv) Mrs A Whiting	Bristol Royal Infirmary Marlborough Street Bristol BS2 8HW Tel: 0272-230000	Cardiac Surgery	- Ditto
11. Cheltenham & District H.A.			
i) Mrs C Storey Clinical Nurse (Manpower Systems)	Burlington House Lypiatt Road Cheltenham Glos GL50 2QN Tel: 0242-221188	General Acute and Community Hospitals	- Cheltenham System: computerised version replacing manual version in conjunction with FIP
ii) Ms A M Bell Manpower & Quality Assurance Officer	Ditto	Health Visiting	- Cheltenham method for assessing staffing requirements based on predetermined standards of care. Manual system
11. Cornwall & Isles of Scilly H.A.			
i) Mrs A Weston Chief Nursing Adviser	4 St Clement Vean Tregolls Road Truro Cornwall TR1 1NR Tel: 0872-74242 ext. 7190	Mental Health area Mental Handicap area Mental Health Unit	- Quality Circles - Quality audit - Operational issues (group) which looks at the quality of care in a very general way within the Mental Health Unit
		Acute and Mental Health Unit	- Nurse manpower staffing review
		Nurse Education	- Use of PIs - Setting up of a Nurse Research Group as a Support Group - Community Hospitals review within the Primary Care Unit

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11.	Cornwall & Isles of Scilly H.A. (cont.)			
i)			Medical Midwifery Ophthalmics Dermatology	- Setting Nursing standards - Regional groups set up to look at various areas in the Donabedian Model
11.	Exeter H.A.			
	NO INFORMATION AVAILABLE AT TIME OF PUBLICATION			
11.	Frenchay H.A.			
i)	Mr K Hogarty Manager, Care of the Elderly	Manor Park Hospital Fishponds Bristol BS16 2EW Tel: 0272-656061	Care of the Elderly	- On discharge all patients are sent a letter to the effect that we hope their stay was happy, but are there any suggestions or criticisms they wish to make which could improve the service? All replies are dealt with by Clinical Nurse Managers
ii)	Ms H Foster Clinical Nurse Manager	Ditto	Ditto	- Cheltenham Dependency Study - Patient Dependency/Nursing Workload - Calculations obtained on a daily basis
iii)	Mrs S Henson Mrs J Millward	Ditto	Ditto	- Quality Circles: 2 unit based multi-disciplinary circles in existence. Training programme planned for new team leader training. All members volunteers - Standard setting: Clinical Nurse Managers attending study days, discussion regarding standard setting - Pressure Sore Working Group has set 2 standards for the Unit (based on Donabedian Framework and guidelines produced by the West Berkshire Health Authority)

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11.	Frenchay H.A. (cont.)			
iv)	Miss M Fawcett	Frenchay Hospital Frenchay Bristol BS16 1LE Tel: 0272-701212	Theatre	- Standards in Theatre
v)	Mr G Laverack	Ditto	Plastic & Burns Unit	- Standards in Burns Unit
vi)	Mrs S Evans Planning Nurse	Ditto		- Cheltenham Method, to be used in all specialties
vii)	Mrs M Morris Unit Nurse Adviser	Ditto		- Qualpacs; work to commence late '88
11.	Gloucester H.A.			
i)	Ms L Marcer Director of Nursing Practice Development	Rikenel Montpellier Gloucester GL1 1LY Tel: 0452-29421 ext. 231	General Nursing Paediatrics	- District Nursing Standards Group currently evolving statements about the beliefs and values of nursing in the district - Pressure area care project group examining every aspect of practice, producing policy and setting standards
ii)	Ms M Macdonald Senior Nurse Sister, Development	Ditto	General Nursing Oncology	- Beginning work setting standards at ward level with interested motivated ward sister/charge nurses - Continued development and evaluation of "Gloscare" for use in all areas in the district - Setting up Ward Sister development programme

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11.	North Devon H.A.			
i)	Mrs C L Howard Chief Nursing Adviser	North Devon H.A. Riversvale Litchdon Street Barnstaple EX32 8ND Tel: 0271-75851	Nursing	<p>- Nursing standard setting exercise using the Donabedian method of structure, process and outcome commenced with presentation to all Chief Nursing Advisers, RNO and Chairman for the South Western Region in March 1988. Presentation of the method to nursing representatives from all districts in the South West, June 1988</p> <p>Standards will be formulated according to topic and specialty client group - then shared amongst each district</p> <p>North Devon H.A. is leading this exercise and will co-ordinate future activities in setting standards of nursing care across the Region</p>
ii)	Mr S Hetherington Unit General Manager	Kingsley Unit Alverdiscott Road Bideford EX39 4PL Tel: 02372-79367	Community	<p>- FIP (Cheltenham) System - implemented in the community this year</p> <p>- Theatre systems and ward nursing systems to be commenced in 1988</p>
iii)	Mr P Cooper District Pharmacist	North Devon District Hospital Raleigh Park Barnstaple North Devon EX31 4JB Tel: 0271-22577	Pharmacy	<p>- Similar exercise being developed within North Devon H.A. Pharmacy Department</p>
iv)	Mr E B Walker District General Manager	North Devon H.A. (as above)		<p>- Report on the 'Impact of General Management on Clinical Complaints' (local development)</p>

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11.	North Devon H.A. (cont.)			
v)	Mr R McKeever Senior Nurse (Information/Research)	Ditto		- Computer categorisation of complaints (local development) - Quality Circles Training Project underway
11.	Plymouth H.A.			
i)	Mrs N Foster Senior Nurse Manager	Westbourne Unit Scott Hospital Beacon Park Road Plymouth PL2 2PQ Tel: 0752-557418	Elderly Care Psychiatry	- Quality Circles
ii)	Mrs C May Nurse Manager	Ditto	Rehabilitation of Psychiatric Patients in the Community	- Consumer satisfaction survey being conducted in regard to all patients who are located in the Community and are being supported by the rehabilitation service. Process based on the use of an extensive questionnaire - aim - to evaluate quality of care provision
iii)	Miss L Hatch (Night Sister) Seconded to project work	Plymouth General Hospital Greenbank Section Longfield Place Plymouth PL4 7SJ Tel: 0752-668080	Acute Services	- Quality Circles being investigated as a tool for use within the acute area
iv)	Mrs S Berry Senior Manager, Medical & Surgical	Ditto	Acute Services	- Monitor used throughout DGH Unit (continuing process)

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11. Plymouth H.A. (cont.)			
v) Mrs E Gray Hospital Manager	Rowans Unit Derriford Hospital Derriford Road Crownhill Plymouth Tel: 0752-792087	Community Unit	- Monitor used throughout Community Unit (continuing process)
vi) Miss B Howe Hospital Manager	Lamellion Hospital Station Road Liskeard Cornwall PL14 4DG Tel: 0579-43308	Ditto	- Ditto
vii) Mr K Quick Hospital Manager Plympton	Plympton Hospital Market Road Plymouth PL7 3QR Tel: 0752-338484	Ditto	- Ditto
11. Somerset H.A.			
i) Miss J R Hart Director Manpower/ Chief Nursing Adviser, Quality Assurance Co-ordinator	Somerset H.A. County Hall Taunton Somerset TA1 4EJ Tel: 0823-333491	General	- Financial information project (FIP) ward nursing system expansion to cover two District General Hospitals and enable inter-district comparison. (Initially a pilot scheme at one District General Hospital for the South Western Region)
11. Southmead H.A.			
i) Mr R Cooper Chief Nursing Adviser/ Consumer Relations Manager	District Nursing Office Southmead Hospital Westbury-on-Trym Bristol BS10 5NB Tel: 0272-505050	General	- Quality Circles - Operational Policies with Quality statements in preparation - Multidisciplinary Quality Forum

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11.	Torbay H.A.			
i)	Mrs A Cooley Assistant Unit General Manager (Professional Services)	Torbay Hospital Lawes Bridge Torquay TQ2 7AA Tel: 0803-64567	Paediatrics	- Torbay Parent Participation Scheme (TOPPS) encourages parents' involvement in the care of their children. A nurse teacher is employed to manage and monitor the scheme
12.	<u>WEST MIDLANDS REGIONAL HEALTH AUTHORITY</u>			
12.	Bromsgrove & Redditch H.A.			
i)	Mrs D Powis	Nurse Education Centre Alexandra Hospital Redditch Worcs Tel: 0527-503030	Acute/Community	- GRASP: currently in use in acute wards. Will be utilised in A/E shortly. It is envisaged that the system will move into the community in September 1988
12.	Central Birmingham H.A.			
	The District is currently reviewing its present approach to patient dependency and nurse staffing - Modified Telford as follows:-			
i)	Mrs S Fry Assistant UGM Child Health	St Patricks Highgate Street Birmingham B12 0YA Tel: 021-440-6161	Community Unit	- Implemented FIP package
ii)	Miss P A Williams Nurse Information & Recruitment Officer	Queen Elizabeth Hospital Edgbaston Birmingham B15 2TH Tel: 021-472-1311 ext. 3006	Operating Theatres Acute Units	- In the process of implementing a pilot scheme - FIP Theatre Package - Undertaking feasibility study of Cheltenham System, with a view to implementation of a Pilot Scheme, QEH and acute areas

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12. Central Birmingham H.A. (cont.)			
ii)		Pilot Scheme - Acute Module for surgical specialty	- Modified Monitor
iii) Mr G Thornhill Director of Nursing Services	Elderly Care Unit Moseley Hall Hospital Alcester Road Birmingham B13 8JL Tel: 021-449-5201	Elderly Care	- Implementation of KP Stafford System
iv) Miss D Williams Director of Nursing Services	Birmingham Children's Hospital Ladywood Middleway Birmingham B16 8NT Tel: 021-454-4891	Paediatrics	- Seeking information on packages suitable for highly specialised children's unit, containing a large number of regional and sub regional specialties
v) Mrs J Wood Planning Co-ordinator	Queen Elizabeth Hospital Edgbaston Birmingham B15 2TH Tel: 021-472-1311	District wide	- A district based training event for Quality Circles is scheduled for later this month - Other initiatives have included cross- district presentation of quality initiatives undertaken in each individual unit
12. Coventry H.A.			
i) Mrs E A Showell Director of Nursing & Quality Assurance	Coventry H.A. Christchurch House Greyfriars Lane Coventry CV1 2GQ Tel: 0203-555311		- NO PROJECTS TO REPORT
12. Dudley H.A.			

NO INFORMATION AVAILABLE AT TIME OF PUBLICATION

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12. East Birmingham H.A.			
NO INFORMATION AVAILABLE AT TIME OF PUBLICATION			
12. Herefordshire H.A.			
i) Mr R W Brown Assistant General (Community Care)	Community Services Unit St Marys Hospital Hereford HR4 7RF Tel: 0432-760324	District Nursing	- FIP System
ii) Mrs A E Brown Assistant General Manager (Ophthalmics) DGH Unit	Victoria Eye Hospital Eign Street Hereford HR4 0AJ Tel: 0432-265961	Ward System Theatre System	- Ditto
iii) Miss A Frost Director of Nursing & Patient Services	Herefordshire Health Authority Victoria House Eign Street Hereford HR4 0AN Tel: 0432-272012	All in-patient areas	- Locally developed checklist of quality aspects in hospitals/wards - An in-patient questionnaire compiled and about to be piloted
		All out-patient areas of hospitals and Health Centres	- Twenty-two question length out-patient questionnaire seeking information on surroundings, waiting arrangements, organisational matters, staff attitude
iv) Mrs S J Jones Assistant Director of Nursing & Patient Services	Ditto	Cottage Hospitals Long Stay Units Mental Illness Mental Handicap Community Services	- Review of nursing staff practices and levels in the Community Services Unit, 1987, which included using the Telford System
		Community Services Unit Midwifery	- RCN method of setting of nursing standards of care. Now at workshop stage

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12. Herefordshire H.A. (cont.)			
v) Mrs S A Selfe Personnel Manager, DGH Unit	County Hospital Hereford HR1 2EP Tel: 0432-268161	Acute Services Midwifery	- A review of nurse staffing levels in the Acute Services Unit 1987, which included using the Telford System
12. Kidderminster & District H.A.			
NO INFORMATION AVAILABLE AT TIME OF PUBLICATION			
12. Mid Staffordshire H.A.			
i) Mrs P Ball Assistant Director of Nursing Services	St Chads Unit St George's Hospital Corporation Street Stafford ST16 3AG Tel: 0785-57888	EMI Multi-disciplinary (nursing, catering, domestics, porters, pharmacy, O/T, physio, volunteers, etc)	- Senior Monitor - Patient Satisfaction Surveys - Quality Interest Group - to ensure the quality circle around the consumer is complete
12. North Birmingham H.A.			
i) Mr P J Norledge Director of Management Services	Good Hope District General Hospital Rectory Road Sutton Coldfield B75 7RR Tel: 021-378-2211	Acute Unit Psychiatric/Elderly	- GRASP: early development stage - Monitor: early development stage
12. North Staffordshire H.A.			
i) Miss P Broomhall Director of Nursing Services	North Staffordshire Royal Infirmary Princes Road Hartshill Stoke-on-Trent ST4 7JN Tel: 0782-49144	Acute	- Monitor

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12. North Staffordshire H.A.			
ii) Mrs V Lovatt Director of Nursing Services	Elderly Care Unit Bucknall Hospital Eaves Lane Bucknall Stoke-on-Trent Tel: 0782-273510	Elderly Care	- Senior Monitor
iii) Mrs D M Gossington Senior Nurse (Operational & Manpower Planning)	District Headquarters North Staffs H.A. Princes Road Hartshill Stoke-on-Trent ST4 7JN Tel: 0782-49144 ext. 4002	Long Stay	- Telford System
12. North Warwickshire H.A.			
i) Mr P Hyde Chief Nursing Adviser	Bramcote Hospital Bramcote Nr Nuneaton Warwickshire CV11 6QL Tel: 0203-388200	Community	- Quality Circles - "Tea and Tubs" project underway whereby patients in the community are brought into hospital by community nurses, bathed and then socialise prior to their return home - Cheverel Unit has a Quality Circle and has developed it's own patient dependency study
		Maternity	- Quality Circles - Have undertaken a number of patient attitude surveys

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12. North Warwickshire H.A. (cont.)			
i)		Acute	- Quality Circles - Developing Nursing Auxiliary training programmes
		Psychogeriatric	- "KNOGO" system
		Community Unit	- FIP system
12. Rugby H.A.			
i) Mrs J E Lole	Community Services 1 Bilton Road Rugby Warwickshire CV22 7AA Tel: 0788-72831	Community Nursing	- Survey: effects of stress incontinence in women after childbirth - Pilot scheme looking into promotion of continence met and unmet need. Pilot scheme looking into school nursing as a model for future skill mix The survey is a spin-off from the continence pilot (All the above are current and the pilot schemes are due to be completed in October '88) - Additionally, seeking to develop, when identified, 3 Q.A. targets for each specialty through discussion with staff i.e. a "bottom-up" approach - Rugby has piloted FIP in District Nursing in the Region and is currently piloting FIP in Health Visiting
12. Sandwell H.A.			
i) Miss C Garrett Acting Director of Nursing Services (Acute)	Sandwell District General Hospital Hallam Street Lyndon West Bromwich W Midlands Tel: 021-553-1831	Acute Hospital Services	- Monitor (pilot project)

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12. Sandwell H.A. (cont.)			
ii) Mrs A James Unit Nurse Adviser Community	Sandwell H.A. Community Services 48 Lodge Road West Bromwich W Midlands Tel: 021-525-7611	Community Services	- Monitor: District Nursing module (pilot project)
12. Shropshire H.A.			
i) Mr A McDonald Patient Services Manager	The Royal Shrewsbury (Shelton) Hospital Psychiatric Division Bicton Heath Shrewsbury Shropshire SY3 8DN Tel: 0743-231122	Acute Psychiatry Elderly Mentally Infirm	- Senior Monitor (Summer 1988)
12. Solihull H.A.			
i) Mr D Williams Assistant to Professional Services Director	Solihull H.A. 21 Poplar Road Solihull West Midlands B91 3AH Tel: 021-704-5191	Acute Mental Illness Mental Handicap *Elderly Mentally ill *Community Psychiatric Service *Community	- Qualpacs - KTC (Kingsmead, Trent & Chase) - KTC: Currently evaluating effectiveness - KTC: Proposed to evaluate possible linking with the FIP *Patient Dependency Systems

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12. South Birmingham H.A.			
i) Miss A M Milsted Monitor Liaison Officer	Central Nursing Dept. 2nd Floor Woodlands Nurses Home Selly Oak Hospital Raddlebarn Road Selly Oak Birmingham B29 6JD Tel: 021-472-5313 ext. 4542	Acute Psychiatry	- Monitor - Dependency level studies - Quality Circles
ii) Mr B Stoten Director of Organisational Development	District Offices South Birmingham H.A. Oak Tree Lane Selly Oak Birmingham B29 6JF Tel: 021-472-1345 ext. 214	District wide	- Quality Circles - District-wide quality assurance workshops - Development of clinical audit in the field of geriatric care - Development of 'normalisation' checklists on good practice - District wide staff suggestion scheme - Market research programme - RHA funded
iii) Mrs L Jordan Quality Assurance Officer	Woodlands Nurses Home (as above) ext. 4561		- Quality Circles - Consumer perception surveys
12. South East Staffordshire H.A.			
i) Mr W A Telford	Unit General Manager Tamworth General Hospital The Leys Tamworth Staffs B79 7EF Tel: 0827-63771	All specialties Ward Areas Only	- Telford Establishment Setting - related to activity and nursing hours per patient day - Quality Assurance Package - used alongside Establishment system as standard setting tool - Patient Quality Survey - associated with Quality Assurance Package and related to staffing The whole of the Quality Assurance package concludes in a score rating and is associated with an integral action plan and leads to annual programme and individual performance review

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12. South Warwickshire H.A.			
i) Miss M Ashton Chief Nursing Adviser	District Headquarters Westgate House Market Street Warwick CV34 4DE Tel: 0926-493491	Surgery All Specialties	- Clinical Audit including effect of workload on nursing service and quality of care - Monitoring of drug errors - Analysis of complaints
ii) Mrs E Miller Support Nurse to CNA	Ditto	Outpatients Clinics District-wide	- Pilot Patient Satisfaction Survey - Local Hospital - Monitoring availability of notes, X-rays & reports for Clinics, Acute Unit and Local Hospital - Survey of prevalence of pressure sores, treatment applied, equipment and other methods of prevention employed
iii) Mrs J Carver Unit General Manager	Central Hospital Hatton Warwick CV35 7EE Tel: 0926-496241	Mental Health	- Quality Circles - Laundry Service; Patient Personal Clothing Service - Nursing Care standards in ward setting - Criteria for Care - Training for change linked with movement from large Psychiatric Hospital to community based service - Communication skills training, particularly related to links between staff, consumers and carers

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12. South Warwickshire H.A. (cont.)			
iv) Ms R Cross Director of Midwifery Services	Cay Block Warneford Hospital Redford Road Leamington Spa CV31 1LU Tel: 0926-27121	Maternity Acute & Maternity	- Consumer satisfaction service - Quality Assurance - Training for Senior & Middle Managers
v) Mr A Watkins Nursing Officer	Operating Theatre Warwick Hospital Lakin Road Warwick CV34 5BW Tel: 0926-495321	Theatres	- Quality Circle: measuring and monitoring quality performance in theatres across the district, using NATN/BUPA quality measurement package
vi) Miss A T Williamson Assistant Unit General Manager	Community Offices South Warwickshire H.A. Alcester Road Stratford-upon-Avon CV37 6PW Tel: 0789-69264	Community, Child Health, Mental and Physical Handicap Services	- Speech therapy - locally developed audit - patient/consumer satisfaction systems - Locality service-patient/consumer satisfaction system - Mental & physical handicap and all nursing groups' qualifications - Standard setting systems
12. Walsall H.A.			
i) Miss A S Travis	Manor Maternity Hospital Moat Road Walsall WS2 9PS Tel: 0922-721172 ext. 571	Midwifery	- Telford Consultative Approach 1987

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12. Walsall H.A. (cont.)			
ii) Mrs J Biggs	Ditto (ext. 206)	Acute Elderly	- Monitor - Senior Monitor
iii) Mrs A C La Fontaine Clinical Services Manager	Bloxwich Hospital High Street Bloxwich Walsall WS3 3JY Tel: 0922-495001	Mental Health Services	- Used Quest (Psychiatric assessment tool devised by the Grampian H.A.) "Personalised Service" checklist devised by ourselves. This proved inadequate - did not satisfy all our monitoring needs - Currently in the process of completing a monitoring tool entitled "Psychiatric Performance Audit" (P.P.A.) which is tailored to meet the monitoring needs of a community based mental health service
12. West Birmingham H.A.			
NO INFORMATION AVAILABLE AT TIME OF PUBLICATION			
12. Wolverhampton H.A.			
i) Mrs F Cooper	New Cross Hospital Wolverhampton Tel: 0902-732255 ext. 2409	Medical and Surgery Elderly Medicine, Surgery (including Spec.), Midwifery	- Monitor - Senior Monitor (from October 1988) - Patient Satisfaction Survey using U.W.I.S.T. "What the Patient Thinks" questionnaire

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12. Wolverhampton H.A. (cont.)		Medicine Surgery	- Instrument to evaluate Nursing Process Application (formulated within the Health District) - Criteria for Care (from October 1988)
12. Worcester & District H.A.			
i) Mr C Barker	Worcester Royal Infirmary Newtown Branch Newtown Road Worcester Tel: 0905-353507 ext. 33157	Mental Health	- Standards of Care and Practice Audit
ii) Miss P J Dunford	Evesham Community Hospital Waterside Evesham Worcs Tel: 0905-353507 ext. 32323	Geriatrics	- Monitor
iii) Mrs S J Brown	Old District Offices Worcester Royal Inf. (Ronkswood Branch) Newtown Road Worcester Tel: 0905-353507 ext. 34293	Registration/ Inspection Private Nursing Homes	- Audit of quality of services Private Nursing Homes/Hospitals
iv) Miss D Cameron	Ditto (ext. 34194)	Acute	- Monitor - Patient Satisfaction Studies (Out-patients, Catering)

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12. Worcester & District H.A. (cont.)			
v) Mrs K M Smith	District Headquarters Isaac Maddox House Shrub Hill Road Worcester Tel: 0905-353507 ext. 31251	Community	- Patient/Client satisfaction studies in health centres/community clinics
vi) Miss E B Fellows	Worcester Royal Inf. (Ronkswood Branch) Newtown Road Worcester Tel: 0905-353507 ext. 34111	Maternity	- Patient Satisfaction Studies - (Ante-Natal Care)
13. <u>MERSEY REGIONAL HEALTH AUTHORITY</u>			
13. Chester H.A.			
NO INFORMATION AVAILABLE AT TIME OF PUBLICATION			
13. Crewe H.A.			
i) Miss S J Barrow	"A" Block Barony Hospital Nantwich Cheshire CW5 5QU Tel: 0270-626662	Elderly	- Dependency Study based on Aids to Daily Living
Associate Hospitals General Manager			
ii) Mr F M Reed	Cranage Hall Hospital Cranage Crewe Cheshire CW4 8EG Tel: 0477-32021	Mental handicap	- Wessex - Index of Care - Individual programme planning - EDDY - Bereekee
Mental Handicap Services Manager			

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13. Crewe H.A.			
iii) Miss D B Sowden Director of Nursing Services (Midwifery)	Leighton Hospital Middlewich Road Crewe Cheshire CW1 4QJ Tel: 0270-255141	Midwifery Maternity	- Written standards have been prepared - Dependency study, locally designed
iv) Miss D R E Rose Community Services Manager	"A" Block Barony Hospital (as above)	Community	- Written standards have been prepared - Patient/Consumer Satisfaction questionnaires - Customer Service workshop - Participation by health visitors in pilot Health Visitor Monitor - Dependency studies based on: - Aids to daily living - Community nursing factors (local design) - Review of community nurse input into elderly persons' homes
v) Mrs C A Tansey Nursing Officer	Cranage Hall Hospital (as above)	Mental Handicap	- Written standards have been prepared
vi) Mr H G Jefferson Director of Nursing Services, Mental Illness	Leighton Hospital Middlewich Road Crewe Cheshire CW1 4QJ Tel: 0270-255141	Mental Illness	- Quality Circles

13. Halton H.A.

INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION

13. Liverpool H.A.

INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION

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13. Macclesfield H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
13. Southport & Formby H.A.			
i) Mr J Fishwick Research Officer	Greaves Hall Hospital Banks Southport Merseyside Tel: 0704-27451 ext. 351	Mental Handicap Mental Health	- "Service Evaluation Profile" seeking validation. A service assessment developed locally; still at the trial stage. Trials to date in:- - Mental Handicap wards; ITU; Community & allied projects; mental health; acute psychiatry; ESMI
ii) Mr O Maguire Special Project Officer	(as above) ext. 339	Mental Handicap Mental Health General Management	- Quality Circles - 6 circles are in operation within the psychiatric unit at Greaves Hall - Co-ordinating a leaders training course
13. South Sefton (Merseyside) H.A.			
i) Mrs G Hodge Senior Tutor Post basic & Continuing Education	School of Nursing Walton Hospital Liverpool L6 1AE Tel: 051-525-3611	Operating department	- Audit of the Operating Department produced a measurement of Quality of Care
ii) Mrs H Fields Asst Director of Nurse Education	School of Nursing Fazakerley Hospital Liverpool L9 7AL Tel: 051-525-5980	Education	- Education audits for each speciality throughout the district has indirect effect on the quality of nursing

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13. St Helens & Knowsley H.A.			
i) Mr R Cooke Senior Nurse Manpower	St Helens Hospital Marshall's Cross Road St Helens Merseyside WA9 3DA Tel: 0773-26622 ext. 209	Nurse Management	- Patient dependency indicators currently being piloted to support modified Telford system
ii) Mrs M V McWalters Clinical Section Manager	Whiston Health Centre Old Colliery Road Whiston Merseyside L35 3SX Tel: 051-430-6091	District Nursing	- District Nursing Monitor
iii) Mrs S J Phillips Clinical Section Manager	The Health Centre Moorfields Tower Hill Kirkby Merseyside	Health Visiting	- Development of guidelines for health visitor minimum contact which will not only provide health visitors with a structure within which to work, but will also indicate the type of content which is expected at each contact Hopefully, this will give both uniformity and quality to contacts made
iv) Mr A D Vivian Director of Nursing Services	Rainhill Hospital Prescot Merseyside L35 4PQ Tel: 051-426-6511 ext. 18	Psychiatry	- Nursing Audit Care
v) Mrs K James Acting Director of Nursing Services	Nursing Administration Whiston Hospital Prescot Merseyside L35 5DR Tel: 051-426-1600 ext. 351	Medicine Surgery Orthopaedics Care of the Elderly	- Monitor - Senior Monitor

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13. St Helens and Knowsley H.A. (cont.)			
v)		ITU Paediatrics Burns & plastic surgery	- Preparing to use Monitor
		ITU Accident & Emergency Care of the Elderly Theatre Medicine Paediatrics	- Clinical practice groups have been developed in these areas. Some are using quality circle skills to develop a standard setting mechanism
		Nurse Management	- Establishment set annually by a modified Telford System
vi) Miss B McNally Nurse Manager (A&E and OPD services)	Ditto Tel: 051-426-1600 ext. 677	Out-patient Dept	- Consumer satisfaction survey undertaken - "Person to Person" Customer Relations Package in use
13. Warrington H.A.			
i) Mr R Berry Head of Nursing Services	Winwick Hospital Winwick Nr Warrington Cheshire WA2 8RR Tel: 0925-55221 ext. 3440		- Minimum standards survey: to identify examples of good practice; shortfalls in care provision; to plan course of corrective action (ongoing)
ii) Mrs B Henderson Nursing Officer	Ditto ext. 3568	Community Psychiatric Services	- Nurse/patient dependency survey: annual - CPN Services survey: annual
iii) Curriculum Development Group	Ditto ext. 3460		- Orem's Model: measuring and evaluating quality of nursing care (ongoing)

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13.	Warrington H.A. (cont.)			
iv)	Mrs D Whitehead District Co-ordinator	Warrington District General Hospital Lovely Lane Warrington Tel: 0925-35911	Nursing Care Records	- Nursing Care Records: documentation of nursing care (ongoing)
v)	Mrs J V Gerrard Nursing Officer	Ditto	Midwifery Community midwifery	- Standard setting systems
vi)	Miss N P Barrett Director of Midwifery	Ditto	Hospital midwifery	- Ditto
vii)	Ms A Travis	Winwick Hospital (as above)		- Patients' advocacy support group: to explore the feasibility of creating more awareness and control by clients of the services received (ongoing)
viii)	Ms C Stewart	Ditto		- Hall and Baker evaluation: to identify those patients at present living in highly sheltered settings such as hospital wards, who might potentially be discharged to less sheltered settings (ongoing)
ix)	Ms B Morris Continence advisor	Ditto ext. 3667		- Continence promotion: to promote continence by providing an educational/advisory service for professionals and others caring for the incontinent person. To plan the service and to identify current needs and resources in the District Hospital (ongoing)

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13. Warrington H.A. (cont.)			
x) E Cooper Asst Unit General Manager	Warrington District General Hospital (as above) Tel: 0925-35911 ext. 2231	Acute Care of the Elderly	- Monitor and Senior Monitor - pilot schemes completed
13. Wirral H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
14. <u>NORTH WESTERN REGIONAL HEALTH AUTHORITY</u>			
14. Blackburn, Hyndburn & Ribble Valley H.A.			
i) Mrs B Fish Senior Nurse - Research	District Headquarters Queens Park Hospital Blackburn Lancs BB2 3HH Tel: 0254-661311 ext. 206	Acute Acute Elderly, Rehabilitation Mental illness ESMI Unit Elderly Service Bereaved	- UMIST survey "What the Patient Thinks" questionnaire - Use of Performance Indicators to measure of service, standard setting, initiatives set - Use of Performance Indicators to measure, monitor quality of service. Standards of care programme devised - Ongoing study of "Life before Death". A random sample of bereaved relatives will retrospectively (last 12 months) be asked about their experiences when their relative died (starting date: May 1988) - NATN Quality Assurance Tool

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14. Blackburn, Hyndburn & Ribble Valley H.A.(cont.)			
ii) Mrs E Crabtree Director of Nursing Services	Queens Park Hospital (as above)	Maternity Services	- A post-natal study to consider preferred length of stay and factors which influence this. The study also considered the patients' view of the service(s) they received. The following initiatives are being considered: - Quality Circles
14. Blackpool, Wyre and Fylde H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
14. Bolton H.A.			
i) Mrs E Lam Senior Nurse Support for the Chief Nursing Officer	Bolton Health Authority 43 Churchgate Bolton BL1 1JF Tel: 0204-390107	District wide	- Use of PA Nursing Quality Measurement scale to complement the quantitative aspect of the Nurse Manpower Review recently conducted in the district
14. Burnley, Pendle and Rossendale H.A.			
i) Mrs P Baxter Assistant Unit General Manager	Patient Services Rossendale General Hospital Rawtenstall Rossendale Lancs BB4 6NE Tel: 0706-215151	Elderly	- Working Group looking at setting standards
ii) Miss K A Horne Director of Nursing Services	Services (Acute) Burnley Gen Hospital Casterton Avenue Burnley Lancs BB10 2PQ Tel: 0282-25071	Acute Community Psychiatric Nursing	- Patient satisfaction survey in main Out-patient Department - A checklist of standards formulated as part of a Regional Review task. Also formulating directory of practice

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14. Burnley, Pendle and Rossendale H.A. (cont.)			
iii) Mrs B Fox Quality Service Manager	Ditto		- Formulation and implementation of Quality Assurance District Strategy including Quality Circle programme, regularly reviewing performance etc
iv) Mr D Whalley Senior Nurse	Burnley Gen Hospital (as above)	Community Mental Handicap service	- Developed a monitoring tool to evaluate existing in-service systems
v) Mrs S Towers Nursing Process Co-ordinator	Ditto	Acute Services	- Developing an evaluation tool for Nursing Process systems
vi) Mrs P Hooton Director of Nursing Services	Ditto	Midwifery Paediatrics	- Repeating a monitoring exercise to assess patient satisfaction since introduction of team allocation
14. Bury H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
14. Central Manchester H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
14. Chorley and South Ribble H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
14. Lancaster H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			

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14. North Manchester H.A.			
i) Director of Nursing Services	Booth Hall Childrens' Hospital Charlestown Road Blackley Manchester M9 2AA Tel: 061-795-7000 ext. 5160	Paediatrics	<ul style="list-style-type: none"> - Standards of Care - medical ward, which specialises in Gastroenterology - surgical ward, which specialises in major abdominal and major G.U. surgery - To monitor standards and evaluate October '88 - Paediatric Dependency Study, all wards, completed 1985-86 - Continuing assessment by Clinical Nurse Managers
14. Oldham H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
14. Preston H.A.			
i) Mr C Sanderson Director of Nurse Education	School of Nursing Watling Street Rd Preston PR2 4DX Tel: 0772-716525	Education	<ul style="list-style-type: none"> - Educational monitoring of ward areas for teaching of basic learners - Monitoring of School for teaching of learners (under development) - Evaluation package for all courses leading to basic qualification(s) - final phase under development
ii) Miss M Fitzgibbon Asst Unit Gen Manager	Royal Preston Hospital Sharoe Green Lane Fulwood Preston PR2 4BR Tel: 0772-716565	Acute	<ul style="list-style-type: none"> - Development of basic nursing care audit - Presentation of package of standards made to ward sisters on 2.6.88 based on the activities of daily living - Whole hospital trial of audit to take place during the week of 11.7.88

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14. Preston H.A. (cont.)			
iii) Mr T E Riley Head of Nursing Services	Sharoe Green Hospital Sharoe Green Lane Fulwood Preston PR2 4DX Tel: 0772-716565	Acute Elderly	<ul style="list-style-type: none"> - Self medications - for patients being discharged home and living alone. More information given to patients and relatives/ carers. Patient asked to keep contact with the ward weekly to monitor progress - Review of discharge procedure - GPs now contacted by ward sister 24 hours before patients discharge to pass on information re medication etc. Follow-up shows that 75% of patients are visited in their homes by doctor within 48 hours of discharge - Working on the production of a system to monitor standard of care given at a local nursing home which looks after patients on a contract basis
iv) Miss M Bell Head of Midwifery Services	Ditto	Operating dept	<ul style="list-style-type: none"> - National Association of Theatre Nurses - Recovery Patient Care Quality Assurance Tool
v) Miss A Thompson Head of Community Services	District Headquarters Watling Street Road Fulwood Preston PR2 4DX Tel: 0772-716525	Community	<ul style="list-style-type: none"> - Agreement with the Community Health Council to run a Consumer Satisfaction Survey on a random sample of patients receiving care from District Nursing Service
vi) Mr L Paul Head of Mental Handicap Services	Sharoe Green Hospital (as above)	Mental handicap	<ul style="list-style-type: none"> - Internal care audit on residential settings based on normalisation - External audit of health authority funded local charity based on O'Briens. Five accomplishments plus other organisational factors

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14. Preston H.A. (cont.)			
vi)			- North West Regional Advisory group external monitoring exercise of health authority provided family support services
14. Rochdale H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
14. Salford H.A.			
i) Miss M B Jordan	Peel House Albert Street Eccles Manchester M30 0NJ Tel: 061-707-6611	Paediatrics <u>In-Patients</u> General medicine General surgery Oncology ENT Renal Adult acute General medicine General surgery Psychiatry Elderly Care of the elderly Adult in-patients	- Postal survey - Ditto - Salford is a pilot district in work currently being carried out with a lead from NWRHA to find an acceptable formula for the assessment of manpower levels - Detailed work being carried out in standards of care - Normalisation

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14. Salford H.A. (cont.)			
i)	Hope Hospital Eccles Old Road Salford Tel: 061-789-7373	General medicine General surgery Neurological unit Gynaecology ENT Orthopaedics	- UWIST Patient Satisfaction Questionnaire "What the Patient Thinks"
	Salford Royal Hospital Chapel Street Salford M60 9EP Tel: 061-834-8656	General medicine General surgery Gynaecology ENT	- Ditto
		<u>OPD</u>	
		<u>Adult Acute</u> ENT Gynaecology Haematology General medicine Neurological surgery Ophthalmology General surgery Pain relief Rheumatology Thoracic medicine Orthopaedics	- Postal survey
14. South Manchester H.A.			- NO PROJECTS TO REPORT

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14. Stockport H.A.			
i) Mrs J E Watkins Chief Nursing Officer	Stockport H.A. District Offices Bramhall Moor Lane Hazel Grove Stockport SK7 5AB Tel: 061-483-1010	All nursing specialties	- Nursing philosophy agreed on which all current specialities will be based. To date, nursing education and training and nursing research strategy have been formulated
		Terminal Care	- Provision of 2 Macmillan nurses to the terminal care service in the community
		All nursing specialties	- Senior Clinical Sister/Charge Nurse development initiative commencing July 1988 - Review of admission and discharge procedures
ii) Mrs J Wright Deputy Community Nursing Officer	Ditto	Medicine Orthopaedic Surgery Gynaecology Genito-Urinary	- Criteria for Care - Monitor
		Elderly	- Senior Monitor
		Paediatrics	- Paediatric Monitor
		District Nursing	- District Nursing Monitor - logistics of implementation under discussion
		Psychiatry	- 3 further volumes of Monitor recently completed for use in Acute Psychiatry, Continuing Care Psychiatry, and ESMI
iii) Mrs Y Murray Senior Nurse Research and Clinical Development	Ditto	All nursing specialties	- Catheter care survey leading to Guidelines for Catheter Care and training initiatives. N.B. Document also welcomed by GPs

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14. Stockport H.A. (cont.)			
iii)		Surgery and other specialties	- Wound Care Survey resulting in 2 comprehensive documents entitled "The Care and Management of Wounds" and "A Formulary of Common Products used by staff within Stockport Health Authority for Wound Care"
		All nursing specialities	- Handwashing survey resulting in guidelines for staff
		Community and medicine	- Care and management of leg ulcers - currently under review
		All nursing specialities	- Comprehensive information and advice document to augment cascade training initiative on AIDS
			- Prevalence study of pressure sores has identified further research initiative required
			- Patient satisfaction surveys have been undertaken in Out-patient and day hospitals, continuing care unit and maternity unit
iv) Director of Nursing Services, Midwifery	Stepping Hill Hospital Maternity Unit Poplar Grove Stockport Cheshire SK2 7JE Tel: 061-483-1010		- Evaluation of pilot study in establishing pre-conceptual care clinic
			- Quality Assurance - retrospective audit of maternity unit
v) Director of Nursing Services, Continuing Care Unit	St Thomas Hospital Shaw Heath Stockport Cheshire SK3 8BL Tel: 061-480-1010		- Utilisation of updated standard checklist "Improving Care of the Elderly in Hospital"

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14. Stockport H.A. (cont.)			
vi) Director of Nursing Services, Mental Handicap Unit	Offerton House Hospital Marple Road Offerton Stockport Cheshire Tel: 061-483-1010		- Assessing quality of service - play scheme, Treetop
14. Tameside and Glossop H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
14. Trafford H.A.			
i) Ms A Newell Senior Nurse (Staffing & Quality Assurance)	Park Hospital Moorside Road Davyhulme Manchester M31 3SL Tel: 061-748-4022	General Medicine General Surgery Orthopaedics ICU/CCU	- Monitor survey (completed)
		Manpower levels being assessed in all areas	- North West Staffing criteria
		<u>NEAR FUTURE</u>	
		Care of the Elderly	- Senior Monitor
		Paediatrics	- Adapted version for paediatrics
		Theatres	- National Association of Theatre Nurses package
		Midwifery	- Hope to be included in pilot Midwifery Monitor in conjunction with Leeds University

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14. Trafford H.A. (cont.)			
i)		A & E	- Patient/Consumer satisfaction system
14. West Lancashire H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
14. Wigan H.A.			
			- NO PROJECTS TO REPORT
15. <u>WALES REGIONAL HEALTH AUTHORITY</u>			
15. Clwyd H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
15. East Dyfed H.A.			
i) Mr D Baylis Senior Nurse Management Services and Research	Nursing Admin. Bronglais General Hospital Aberystwyth Tel: 0970-3131	General	- Monitor - Senior Monitor - District Nursing Monitor - Modified Aberdeen System - Preparing to use "Criteria for Care"
ii) Mrs B Walters Senior Nurse, Research and Development	Llanelli General Hospital Llanelli Dyfed Tel: 0554-774961	General	- Monitor - Senior Monitor - Modified Aberdeen System - Local Audit checklist. Have used Qualpacs in the past. Also Telford - To pilot "Criteria for Care" in one ward

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15.	East Dyfed H.A. (cont.)			
iii)	Mrs M John Senior Nurse Patient Services	West Wales General Hospital Carmarthen Dyfed Tel: 0267-235151	General	- Monitor - Senior Monitor - Possible use of "Criteria for Care" in the future
iv)	Mrs E Walker Director of Nurse Education	Dyfed School of Nursing Trinity College Carmarthen Dyfed Tel: 0267-232076	Nurse Education	- Performance indicator development in relation to nurse education - Have used Quality Circles occasionally
v)	Mr D Pointon Senior Nurse	Nursing Office St Davids Hospital Carmarthen Dyfed Tel: 0267-237481	Mental health	- St Davids Psycho-geriatric Dependency Scale (modified in 1987/88) - St Davids Patient Activity/Quality Assurance analysis - St Davids Monitoring Checklist - East Dyfed Mental Health Unit Dependency Scale for continuing care and rehabilitation now developed. Dependency scale for acute psychiatry is being developed now - All Wales Standards of Care in psychiatric nursing (approved 1988) - Manpower planning - modified Aberdeen and modified Telford
vi)	E J Anscombe Senior Nurse Nurse Manpower Planning & Personnel (acting)	Nursing Department District Headquarters Starling Park House Johnstown Carmarthen Dyfed Tel: 0267-234501	Health Visiting District Nursing Midwifery	- Responsibility for monitoring "Monitor" - Use of Naylor Horne system for determining supply and demand of nursing staff - Use of recommendations in "Report on Nursing Staff Mix" produced by the All Wales Nurse Manpower Planning Committee

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15. East Dyfed H.A. (cont.)			
vi)			NOTE: Have produced standards of care documents locally for district nursing and health visiting. Also use the All Wales Standards of Care Document for Midwifery
vii) Mrs D Jones Senior Nurse	Management Services West Wales General Hospital Carmarthen Dyfed Tel: 0267-235151	General	- Manpower planning - modified Aberdeen Formula
15. Gwent H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
15. Gwynedd H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
15. Mid Glamorgan H.A.			
i) Miss J Martin Nurse Tutor	District Headquarters Dewi Sant Hospital Albert Road Pontypridd Mid Glamorgan Tel: 0443-404121		- Telford System - Each unit currently deciding own quality measuring tool
OR			
= Mrs A Males Nursing Officer Personnel/Planning	Ditto		- Updating information will be available later in the year

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15. Pembrokeshire H.A.			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
15. Powys H.A.			
i) Ms P O'Brien Senior Nurse Adviser (Acute)	Powys Health Authority Mansion House Bronllys Brecon Powys LD3 0LS Tel: 0874-711661	Acute services	<ul style="list-style-type: none"> - Powys Standards of Care document on Acute specialities - NAWCH Quality Checklist "Caring for Children in Hospital" - NAHA "Towards Good Practices in Small Hospitals" checklist - Control of: <ul style="list-style-type: none"> Infection incident rates Pressure sore incident rates Readmission rates - Patient satisfaction surveys - Nursing Process documentation audit - H.A.S. report recommendations - "Monitor" Acute and Psychiatry - Outpatient waiting times - Casualty waiting times - Complaints evaluation - Project: <ul style="list-style-type: none"> Submission for implementation of a Nurse Workload measurement and Quality Assurance Computer System (Excelcare)
ii) Ms J Boyles Senior Nurse Adviser (Care of the Elderly)	Ditto	Elderly	<ul style="list-style-type: none"> - Nursing service monitoring and development group for the elderly. Membership - nursing representative from each Care of the Elderly unit in Powys, including Community and Mental Illness and Handicap representatives Practitioner involvement: <ul style="list-style-type: none"> - Evaluation of service using Powys Standards of Care document - completed

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15. Powys H.A. (cont.)			
ii)			<ul style="list-style-type: none"> - Evaluation of service using RCN's "Improving Care of Elderly People in Hospital" - ongoing in local groups Patient involvement: <ul style="list-style-type: none"> - Patient and carer questionnaires being planned Performance audit: <ul style="list-style-type: none"> - NAHA "Towards Good Practice in Small Hospitals"; checklist on sections applicable to services to the elderly being completed - Monitoring of social service provision as effects discharge/provision in the community being undertaken - own design - Pressure sores indirect rates - own design - Readmission rates within 6 weeks of discharge - own design
iii) Mrs P A Antill Senior Nurse Adviser (Community)	Mansion House (as above)	Child health	<ul style="list-style-type: none"> - Consumer satisfaction surveys. Outpatient, casualty, GP services for children planned to take place during this year
		District Nursing	<ul style="list-style-type: none"> - District Nursing Monitor in the area of carer satisfaction only, to be commenced October 1988
iv) Mr M J Graham Senior Nurse Adviser (Mental Illness)	Mid-Wales Hospital Talgarth Brecon Powys Tel: 0874-711671	Psychiatry	<ul style="list-style-type: none"> - Patient questionnaires survey

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15.	Powys H.A. (cont.)			
v)	Mrs J M Lode Supervisor of Midwives	War Memorial Hospital Brecon Tel: 0874-2443	Midwifery	<ul style="list-style-type: none"> - Taking an in-depth investigation into perinatal deaths of Powys residents - Maternity Services Liaison Committee assessing all midwifery services in Powys. Report has been prepared but not yet published - report to include recommendations for the future maternity services in Powys
vi)	Mr L Heeraman Senior Nurse Adviser (Mental Handicap)	Brynhyfryd Hospital Forden Nr Welshpool Powys Tel: 0938-76377	Mental Handicap	<ul style="list-style-type: none"> - Residential services for mentally handicapped people in Wales - Standards matrix The standard matrix has been developed to examine the current life experience of people with a mental handicap and to look at the role of services in determining the quality of their experiences - Enrolled Nurse Conversion course - Enrolled Nurse to Registered Nurse mental handicap
15.	South Glamorgan H.A.			
i)	Mrs S Stanwick Senior Nurse (Manpower Planning)	S Glamorgan Health Authority Temple of Peace & Health Cathays Park Cardiff Tel: 0222-231021	General & Psychiatry General	<ul style="list-style-type: none"> - GRASP - workload measurement & care audits - Standard statements - Guidelines for good practice
ii)	Mrs Y Peters Director, Midwifery Services	University Hospital of Wales Heath Park Cardiff Tel: 0222-755944	Midwifery	<ul style="list-style-type: none"> - Standard statements for midwifery - Midwifery Workload measurement

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15. South Glamorgan H.A. (cont.)			
iii) Mrs M Griffiths Director, Nursing Services	Lansdowne Hospital Sanatorium Road Cardiff Tel: 0222-33651	Community	- Community standard statement - COMCARE
15. West Glamorgan H.A.			
i) Co-ordinator: Mrs H Bowden District Project Nurse (Resource Management)	West Glamorgan H.A. 36 Orchard Street Swansea SA1 5AQ Tel: 0792-458066	Acute hospitals	- Development of Nurse Workload Measurement System - customised to local health authority - Developed standards at various levels, ie at district overall level, clinical specialty and clinical (patient) level. The latter we have termed process standard statements. Each identified technical intervention and each element of daily living activities is processed. The quality aspect of each intervention is accompanied by patient and client statements. In addition, these statements are accompanied by questionnaires (locally devised) for completion by patients for patients, with a designated person as (a nurse) auditor to ensure standards are adhered to
= Contact person: Mrs M J Nobles Chief Administrative Nursing Officer			- The above questionnaire (nurse) has been used along with the workload measurement tool (manual) in pilot study form - At the same time, an activity sampling study was undertaken. This enabled validation of timings (agreed consensus) and the results suggested to us a number of amendments to our original questionnaires. The approach ensured that statements are written by nurses who are involved in the supervision and administration of care

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15. West Glamorgan H.A. (cont.)			
i)			- Working groups comprised representatives from various specialities and at different levels of nursing structure
16. <u>SCOTLAND</u>			
Ms S Whiteley Project Leader	Social Science Dept Queen Margaret College Clerwood Terrace Edinburgh EH12 8TS Tel: 031-339-8111 ext. 253		- 3 year project (July 1987 - end June 1990) funded by the National Board for Nursing, Midwifery and Health Visiting for Scotland, entitled: "The monitoring and evaluation of continuing education for qualified nurses in Scotland"
Mr S Broomfield Project Director	Ditto		Evaluation project to assess the effects and benefits of a coherently structured continuing education strategy in Scotland - The use of standard setting systems being explored
16. Argyll & Clyde Health Board			
i) Mr D MacGilp	Argyll & Bute Hospital Lochgilphead PA31 8LD Tel: 0546-2323	Rehabilitation and Community	
		Rehabilitation - Jura ward	- 1987 Doncaster Nursing Care Audit
		Jura ward Firgrove House	- SNAP May 1988 - Scottish nursing audit for psychiatry
		Jura ward	- 1988 "ESCATA" This is a set of 80 cards which describe a

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16. Argyll & Clyde Health Board (cont.)			
i)			large number of personal options and social situations relating to peoples' lives. They cover 5 main areas: physical settings; rights; language images; relationships; activities. A group meeting was held with staff to identify "devaluing" experiences which take place on the ward. The exercise was completed with the residents in the ward, who were asked to identify the main two items they would like changed
		Community Psychiatric Nursing	- 1987 Doncaster Community Nursing Care audit completed - 1988 Doncaster audit was amended to suit two CPNs services better: Argyll & Bute area; Dumbarton area. Working party two N/Os, two CPNs
ii) Mrs P McKendrick Director of Nursing Services	Inverclyde Royal Hospital Larkfield Road Greenock PA16 0XN Tel: 0475-33777	Acute	- Considering use of NATN QA tool - Standards at ward level
16. Ayrshire and Arran Health Board			
i) Mr J Welch Director of Nursing Services	Crosshouse Hospital Kilmarnock KA2 0BE Tel: 0563-21133	Care of the Elderly Psychiatry Surgical Gynaecology	- Senior Monitor, Telford System, BENECS - Quality Circles, Quest, Aberdeen System - Monitor, Quality Circles

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16. Ayrshire and Arran Health Board (cont.)			
i)		ENT Orthopaedics Medical	
		Community Nursing	- District Nursing Monitor
ii) Mrs M Morris Research Nurse	Unit 2 Headquarters Heathfield Hospital Ayr KA8 9D2 Tel: 0292-269972	Acute Care of the Elderly	<ul style="list-style-type: none"> - Monitor use in acute areas - Senior Monitor: use in Continuing Care - Development of an Audit Facility for Care of the Elderly - Development and use of Clinical indicators, in particular pressure sores - Peer review
		Health Visiting Surgery Orthopaedics	<ul style="list-style-type: none"> - Development of local standards - Development of a Prediction Manpower Tool, with an Audit Facility - Development of patient satisfaction questionnaire
iii) Miss C M Gibson Nurse Co-ordinator	Unit 2 Headquarters (as above)		<ul style="list-style-type: none"> - Use of Aberdeen, Telford and Benecs on a yearly basis
iv) Mrs I Lothian Clinical Nurse Manager	Ditto		- Quality Circles
v) Mrs S Williams Research Nurse/Midwife	Ayrshire Central Hospital Irvine Ayrshire KA12 8SS Tel: 0294-74191	Midwifery	<ul style="list-style-type: none"> - Locally developed Audit System based on specific Standards of Care - Consumer Survey - Careplan Audit - checklist - External factors - checklist - Procedure/Protocol/Guideline Audit

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16. Ayrshire and Arran Health Board (cont.)			
v)			<ul style="list-style-type: none"> - Yearly stratified random sample 200 women followed through all stages of care - Ayrshire integrated manpower systems to be implemented. Care plans to be updated and based on model of Nursing Care
vi) Mr P Lawlor Director of Nursing Services	Ailsa Hospital Dalmellington Road Ayr KA6 6AB Tel: 0292-265136	Mental Illness and Mental Handicap Services	<ul style="list-style-type: none"> - Audit of patients day - 1984 - SNAP - April 1986 - Telford - 1986/7 - Aberdeen - 1986/7 - Quality Circles - ongoing
vii) Mrs S Offer Senior Tutor	College of Nursing and Midwifery Crosshouse Hospital Kilmarnock Tel: 0563-21133 ext. 1520	Continuing Education	<ul style="list-style-type: none"> - Individualised patient care Audit - Preparation of Standards for Continuing education
16. Borders Health Board			
i) Mrs A Gibb Nursing Officer	Hay Lodge Hospital Peebles Peebleshire EH45 83G Tel: 0721-22080	GP Beds & Geriatric Long Stay	<ul style="list-style-type: none"> - Quality Circles since May 1987 Subjects: Communications Patients' personal clothing More efficient use of staff Ways to improve patient care (commenced 13/6/88)
ii) Mr H Christie	Dingleton Hospital Melrose Roxburghshire TD6 9HN Tel: 089-682-2727	Psychiatry	<ul style="list-style-type: none"> - Quality Circles - established 3 years; now teach at other establishments - QASP (Quality Assessment of Standards in Psychiatry) - our own system, which is in two

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16. Borders Health Board (cont.)			
ii)			parts: the enunciation of standards and rationale underlying these (completed) & audit to measure how far standards are/are not met (not yet completed)
16. Dumfries & Galloway Health Board			
i) Mrs D M Stewart Senior Nurse, Information Services	Dumfries & Galloway H.B. Withbank Dumfries DG1 2SD Tel: 0387-53181	All specialities	- Telford study carried out within all the hospitals in D & G area during 1987 and a computer programme developed to process the information
16. Fife Health Board			
i) Miss H Marr Senior Nurse Q.A.. Miss J Howell Clinical Teacher	Fife College of Nursing and Midwifery Forth Avenue Kirkcaldy KY2 5NL Tel: 0592-268888	All specialities	- Standards of Nursing Care being written at local (ward/unit) level, Health Board Standards for all care areas - Monitoring tools now being devised from standards
ii) Mrs M Pirie	Lynebank Hospital Halbeath Road Dunfermline KY11 4UW Tel: 0383-727777	Mental Handicap	- Standards written at ward/unit level
iii) Mrs W Addison	Dunfermline and West Fife Hospital Reid Street Dunfermline KY11 7E2 Tel: 0383-737777	Casualty Surgical	- Standards written at ward level, eg casualty and orthopaedics
iv) Mrs M Barclay Mr J Slaven	Cameron Hospital Cameron Bridge Windygates KY8 5RR Tel: 0592-712472	Care of Elderly Medical	- Standards at ward/unit level

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16. Fife Health Board (cont.)			
v) Mr D S Muir Director of Nurse Education	Fife College of Nursing and Midwifery (as above)	Education	- Establishing of system to write and Monitor educational standards
vi) Mrs A Gillespie Senior Nurse Manager	Stratheden Hospital Cupar KY15 5RR Tel: 0334-52611	Community	- Standards written by district nursing sisters
vii) Miss M Milne	West Fife District General Hospital Whitefield Road Bellyeoman Dunfermline KY12 0SU Tel: 0383-737777	Care of the Elderly Mentally Ill	- Quest - Quality Circles - Telford System (October 1988) - Aberdeen Formula
	Milesmark Hospital Rumblingwell Dunfermline KY12 9NR	Care of the Elderly	- Quest - Quality Circles (June 1988) - Telford System (October 1988)
	Ditto	Acute services	- Telford System (October 1988)
	Dunfermline & W Fife Hospital Reid Street Dunfermline KY11 7EZ	Ditto	- Quality Circles - Team briefing - Telford System (October 1988)
	Dunfermline Maternity Hospital Izatt Avenue Dunfermline KY11 3BZ Tel: 0383-737777	Maternity Services	- Quality Circles - Quest (presently listing in conjunction with Grampian Health Board) - Telford System (October 1988)

<u>NAME OF CO-ORDINATOR/ CONTACT PERSON</u>	<u>ADDRESS & TEL. NO.</u>	<u>CLINICAL SPECIALTY</u>	<u>MEASUREMENT INSTRUMENT: PROJECT DETAILS/ RECENT DEVELOPMENTS</u>
16. Fife Health Board (cont.)			
viii) Mr D Crawford Area Personnel Officer	Fife Area Health Board Glenrothes House North Street Glenrothes KY7 5PB Tel: 0592-754355	General Public	- Health Care Provision - Consumer satisfaction system
16. Forth Valley Health Board			
i) Miss J Blackwood Director of Nursing Services	Falkirk & District Royal Infirmary Major's Loan Falkirk FK1 5QE Tel: 0324-24000	Acute Care of the Elderly	- Considering use of Monitor, Senior Monitor
ii) Miss C Zanre Assistant Director of Nursing Services (Patient Services)	Ditto	All specialities	- Total Quality package (PA system)
iii) Mrs L Summerhill Assistant Director of Nursing Services (Manpower)	Ditto	Ditto	- Aberdeen system, Telford system

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16. Grampian Health Board			
i) Miss K J Fraser Director of Nursing Services	W Grampian Health Services Unit Maryhill House 317 High Street Elgin Moray IV30 1AJ Tel: 0343-3131 ext. 268	General Psychiatry Community	- Monitor - August 1986 - Quest - Psychiatric Unit - ongoing at Bilbohall Hospital - Quest - Community Nursing being examined with view to participating in Health Board exercise
ii) Miss N Michie Asst Director of Nursing Services (Hospital/Community)	3 Queens Gate Aberdeen AB9 2HG Tel: 0224-323531 ext. 32	Health visiting District Nursing Mental Handicap	- Quest for Health Visiting - District Nursing Monitor - Quest for Mental Handicap
iii) Miss K Reoch Nursing Officer	Dyce Health Centre Altonrea Gardens Dyce Aberdeen Tel: 0224-722865	Health visiting District Nursing	- Quest - Monitor
16. Greater Glasgow Health Board			
i) Mrs M Lambert	Nurse Management Training Centre 1 Oakley Terrace Glasgow Tel: 041-554-3616	In-service education	- Currently engaged in in-service education on standard setting using RCN guidelines prepared by Dr Kitson - Have set up a group of facilitators who have attended workshops and are now in the process of gaining experience in standard setting
Dr J McIntosh	Greater Glasgow H.B. 225 Bath Street Tel: 041-204-2755	Research	Both work in conjunction and hope that a coherent programme for Glasgow will emerge

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16. Greater Glasgow Health Board (cont.)			
iii) Mrs M Barclay Nursing Officer (Medical area)	Stobhill General Hospital 133 Balornock Road Glasgow G21 3UW Tel: 041-558-0111 ext. 5242	Medical Surgical Care of the Elderly	- Standard setting system - Standards of Nursing Care Co-ordinating Committee established to write, set and agree Standards of Nursing practice - Tool for evaluation will be developed from written standards
16. Highland Health Board			
i) Miss I C Urquhart Asst Director of Nursing Services (Ross and Skye)	Moorfield Ferry Road Dingwall Ross-shire	Care of the Elderly	- Quest - Assisting in validating documentation for care of elderly - mark 2 Documentation at county hospital, Invergordon, Ross-shire
ii) Mr J MacLean Director of Nursing Services	Caithness General Hospital Wick Caithness Tel: 0955-5050	Medical Surgical Out-patient A & E Care of the Elderly	- Locally initiated patient questionnaires in the acute specialities - In a few months time it is intended to introduce the Quest form of measurement instruments in the Care of the Elderly wards
16. Lanarkshire Health Board			
i) Mr R MacDonald Asst Director (acting)	Hairmyres Hospital East Kilbride G75 8RG Tel: 03552-20292	Acute Services	- Aberdeen System - Telford System - Systematic Nursing (Logan Tierney Roper) - Nursing Record Audit (Local) - Care of Terminally Ill (developing)
ii) Mrs F McQueen Asst Director	Stonehouse Hospital Stonehouse ML9 3NT Tel: 0698-793521	Ditto	- Aberdeen System - General wards - Telford System - OPD, Intensive Care units - Systematic Nursing - Canis (modified) - Care Audit currently being developed

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16. Lanarkshire Health Board (cont.)			
iii) Mrs S McNamee Asst Director	Sub-unit Office 75 Calder Street Blantyre G72 0AX Tel: 0698-821484	Community Services Long Stay Other Community Services	- Aberdeen System - Systematic Nursing (Logan Tierney Roper) - Telford System - Systematic Nursing - Community Nursing Audit (local)
iv) Mr B Innes Asst Director	Ditto	Mental Handicap Services Kirklands Hospital Birkwood Hospital Bellefield Hospital	- Telford System - ELSI - SNAP Audit System (modified) - Systematic Nursing (under development) - Care and Management audit (local)
v) Mr A Wilson Senior Nurse (Personnel)	Lanarkshire Health Board Monklands & Cumbernauld Unit Office Main Street Coatbridge ML5 3BN Tel: 0236-31161	All areas	- Telford
16. Lothian Health Board			
i) Miss E M Campbell Deputy Director of Nursing Services	Bangour General Hospital Broxburn West Lothian Tel: 050-681-334 ext. 328	Acute Care of the Elderly Operating Dept	- Monitor Monitor exercise has been carried out in some medical wards and surgical wards, and is about to be carried out in some long-term care wards - NATN Q.A. tool has been used in the adjacent theatres and is about to be used in remaining theatre areas

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16. Lotian Health Board (cont.)			
ii) Mr R Swift Nurse Manager	Royal Victoria Hospital 13 Craigleith Road Edinburgh Tel: 031-332-2566	Psychogeriatrics	- Quest
iii) Mrs C A Samuel Assistant Director of Nursing Services	Ditto	Geriatric	- Locally developed Audit with 14 standards based on Logan Roper Tierney model of nursing drawn up by Mr A Mathieson, Charge Nurse
iv) Miss J Pinion	Northern General Hospital Ferry Road Edinburgh Tel: 031-332-2525	Acute Long Stay	- Locally developed audit for Drug Administration Monitoring
16. Orkney Health Board			- NO PROJECTS TO REPORT
16. Shetland Health Board			
INFORMATION NOT AVAILABLE AT TIME OF PUBLICATION			
16. Tayside Health Board			
i) Miss M Henderson Director of Nursing Services	Dundee Royal Infirmary Dundee DD1 9ND Tel: 0382-23125	Orthopaedic wards Specialist Theatres Dundee Limb Fitting Centre - In-patient Wards	- Prevention of Pressure Sores in Orthopaedic Wards - National Association of Theatre Nurses Quality Assurance tool - Devising a standard for assessment and care of pressure areas - Nursing Services Audit (Doncaster)

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16. Tayside Health Board (cont.)			
i)		General Out-patient Departments	- Patient Satisfaction surveys
		Genito-urinary Medicine Clinic Chest Clinic	- Patient Satisfaction surveys, relating to Out-patient attendance appointments. Carried out 1986; repeated 1988 - Need for more Health Information pamphlets - Aspects of patient reception and waiting environment
ii) Mr C A Pirie	Sunnyside Royal Hospital Montrose Angus DD10 95P Tel: 067-483-361	Psychiatry	- Quest - Currently exercising above project in selected wards within the hospital in liaison with the Grampian Health Board
iii) Miss A Allan Nursing Officer	Midwifery Division Ninewells Hospital Dundee DD1 9SY Tel: 0382-60111	Maternity	- Quest - Comparative study with Aberdeen University - Questionnaire to patients tested in 3 wards
iv) Mrs S Mackie	Nursing Administration Ward 16 Ninewells Hospital (As above)	Computer Research and Development	- CANIS (computer assisted nursing information system) facilitates the nursing process. Evaluation of the quality of care takes place at ward level at present. The potential for large scale projects is enormous. 17 wards are presently using CANIS and all the information held can be interrogated in a variety of ways for individual project use and reference

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16.	Tayside Health Board (cont.)			
v)	Ms A Buchanan Ward Sister	c/o Mrs S Mackie (as above)	1 year fellowship in computing experience	- I start my fellowship year 01.09.88. I am hoping to involve myself with the interrogation facilities existent in CANIS and to use this information in a QA project
vi)	Mr I MacFarlane Senior Nursing Officer	Murray Royal Hospital Perth Tel: 0738-21151	Psychiatry	- QUEST - Standards of care for each ward prepared - First Audit undertaken, analysed and deficiencies rectified including updating policies and introduction of new policies relating to total patient care - Second Audit undertaken in September 1988 - Working closely with QUEST team in Aberdeen re preparation of QUEST 2
vii)	Miss K J E Munro	Perth Royal Infirmary Perth PH1 1NX Tel: 0738-23311	A & E Intensive Therapy Unit Out-patient Dept	- Training of Out-patient Department, A & E and Intensive Therapy Unit using: - Person to person package - Look at out-patient appointment times Identified "Peak Activity" and more than 30 minutes waiting time - monitored clinics; studied outcome, achieving agreement with medical staff to reorganise appointment system - Out-patient Dept - Patient Information - looking at ways to improve existing system - Out-patient Dept/In-patient - Patient Satisfaction Questionnaire - Looking at a Card/Tick system - About to start working on setting standards - Quality Questionnaire re catering - implemented throughout whole hospital

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16. Tayside Health Board (cont.)			
viii) Mrs J Hayes	Ravenswood Forfar Angus Tel: 0307-62321	Community	- Birthday Card Scheme
ix) Miss H S Bald	Whitehills Hospital Forfar Angus Tel: 0307-62321	Medical Surgical Care of Elderly	- Monitor - at planning stage only
16. Western Isles Health Board			
i) Mr I Symon Director of Nursing Services	Western Isles Health Board 37 South Beach Street Stornoway Isle of Lewis PA87 2BN Tel: 0851-2997	All specialities	- Aberdeen Formula/System
17. <u>NORTHERN IRELAND</u>			
17. Eastern Health and Social Services Board			
i) Miss M E Wylie Asst Director of Nursing Services	Ulster Hospital Dundonald Belfast BT16 ORH Tel: 02318-4511	General Medicine General surgery Care of the Elderly Specialist surgery Midwifery Medicine	- PA Management Consultants - Measurement of Nursing Activity Scale - Multi-disciplinary Quality Assurance group Remit: to follow the journey of a medical in-patient through the system from the first point of contact to discharge

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17. Eastern Health and Social Services Board (cont.)			
ii) Mr T O Smyth	Group Admin. Offices Downshire Hospital Downpatrick BT30 6RA Tel: 0396-613311	Out-patient dept. Downe Hospital	- Looking at waiting time, transport etc in a rural acute hospital
		Psychiatry, Downshire Hospital	- Patient survey on first 24 hours in hospital - Hoping to use QUEST or similar for other psychiatric wards
		Obstetrics	- Patient satisfaction survey of labour ward - Currently looking at Brighton system, for hospital services
		Residential accommodation - Home for the Elderly Person in need	- Patient/Relative/Staff Survey of residential homes
iii) Mr A Taylor Assistant Director of Nursing Services (Resource Post)	Royal Group of Hospitals King Edward Building Royal Victoria Hospital Belfast Tel: 0232-240503 ext. 2431	Acute	- Monitor: project carried out in 27 wards of Royal Victoria Hospital and a follow-up project following a 6 month period
		Care of the Elderly	- Senior Monitor to be undertaken in Sept/Oct 1988
		Out-patient service	- QA multi-disciplinary group looking at the out-patient services of the Royal Victoria Hospital using a patient satisfaction survey (locally constructed) and moving on to a staff survey questionnaire
iv) Miss B Foy Assistant Director of Nursing Services, Staff Support Post	Ditto ext. 3845	Acute	- Telford system: used throughout the Royal Group of Hospitals since 1982

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17. Eastern Health and Social Services Board (cont.)			
v) Miss D Campbell Nursing Officer, Antenatal/postnatal wards	Royal Maternity Hospital Grosvenor Road Belfast BT21 6BB Tel: 0232-240503 ext. 2241	Maternity	- Maternity Care in Action: a guide to good practice and a plan for action in use since 1985
vi) Miss E Gray Assistant Director of Nursing Services	Royal Belfast Hospital for Sick Children Falls Road Belfast BT12 6BE Tel: 0232-240503 ext. 2348	Paediatrics	- Standard setting systems: initial work on 2 paediatric wards has started on the Betty Mason Standard of Care system - Interested in work of Edinburgh Standards of Care for paediatrics work to be initiated in June 1988
vii) Mr A Murphy Director of Nursing Services	Ards Hospital Newtownards Co Down N Ireland Tel: 0247-812661	Responsibility for: General Community Psychiatric	- Quality circles - Hospital patient survey
17. Northern Health and Social Services Board			
i) Mr D Savage Assistant Chief Administrative Nursing Officer	Northern Health & Social Services Board County Hall Galgorm Road Ballymena Co Antrim BT42 1QB Tel: 0266-653333	Care of the Elderly Psychiatry Mental handicap	- Telford Study - throughout the Board - Monitoring visits of wards and departments - Chairman of working group - development of local standards - Care of the Elderly
ii) Miss W Devenney Assistant Chief Administrative Nursing Officer	Ditto	Maternity Community Nursing homes	- Monitoring visits - Use of audit checklists for inspection of nursing homes

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17. Northern Health and Social Services Board (cont.)			
iii) Miss E Beacom Assistant Director of Nursing Services	Ditto	Ditto	- Ditto
iv) Mrs S Rioch Assistant Chief Administrative Nursing Officer	Ditto	Acute area wards and departments	- Qualpacs under consideration - Monitoring visits - report circulated after visit - Audit checklists for different specialities - Standard checklist used for all wards and departments - includes establishment details
		Terminal care	- Northern Board survey of hospital care for terminally ill patients and their relatives - modified Kings Fund checklist used
		Survey of In-patients day	- Survey undertaken in 2 units of management within the Northern Board - questionnaire designed around the findings of DHSS reports from 1961 and 1976
		Survey of patients and relatives comments entered in hospital discharge book	- Analysis of comments entered for a one year period 1986-87
v) Mr C Logue Assistant Director of Nursing Services	Moyle Hospital Old Glenarm Road Larne Co Antrim Tel: 0574-75431	Operating Theatre	- NATN standards pack purchased & awaiting testing

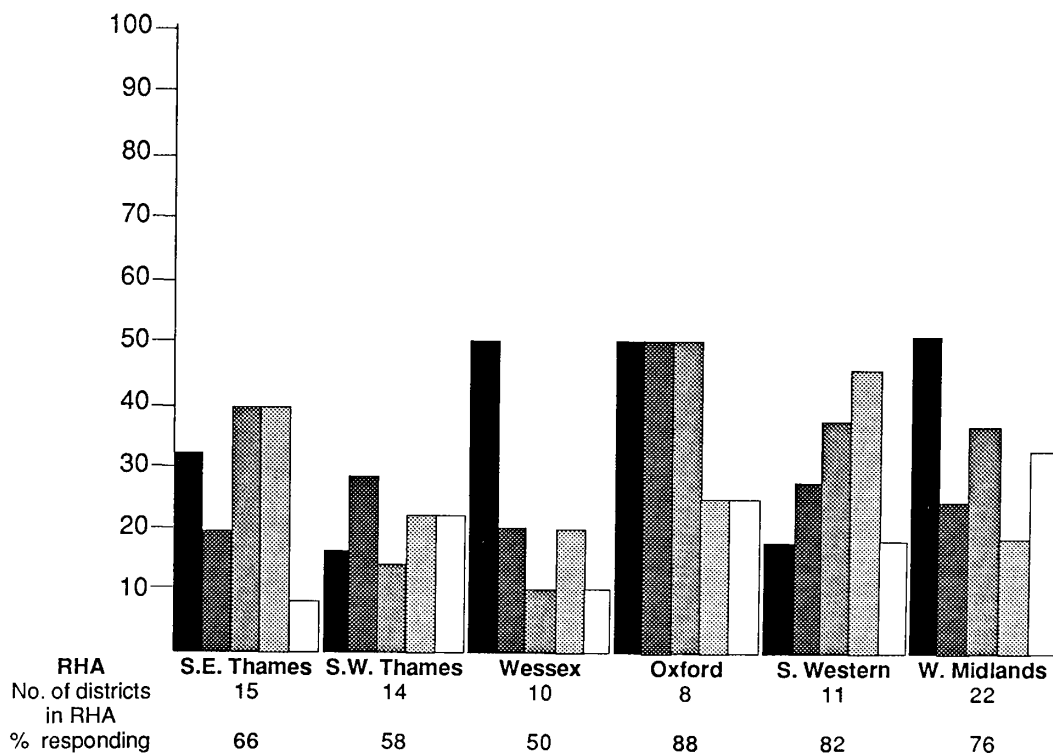
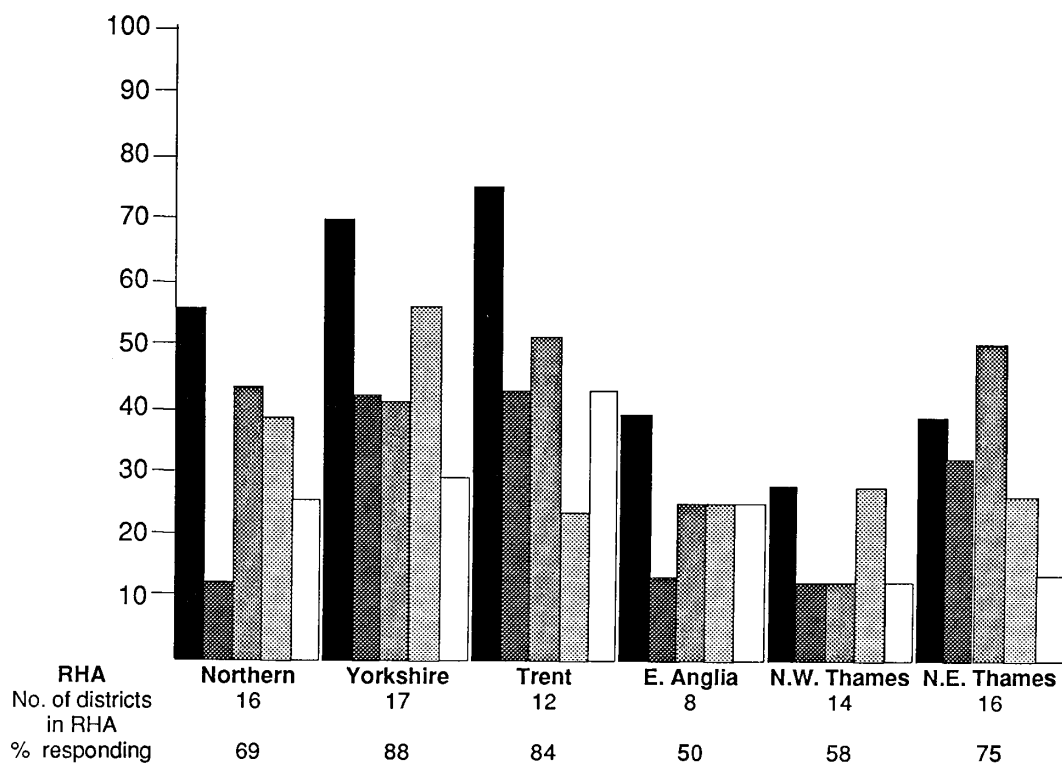
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17. Northern Health and Social Services Board (cont.)			
vi) Mr M Alexander Assistant Director of Nursing Services	Massereene Hospital 30 Station Road Antrim Co Antrim Tel: 08494-64921	Theatre Suite Community Hospital	- Ditto - Doncaster audit - Quality Circle in convalescent medical ward - Charter of rights for continuing care patients - Specific objectives drawn up by each ward sister/charge nurse
vii) Mrs J Houston Assistant Director of Nursing Services	Mid Ulster Hospital Hospital Road Magherafelt Co Londonderry Tel 0648-31031	General Maternity Care of the Elderly	- Audit of wards and departments (checklist) designed by Mr D Savage, Asst. CANO)
viii) Mr N McCarley Assistant Director of Nursing Services	Waveney Hospital Cushendall Road Ballymena Co Antrim Tel: 0266-653377	Gynaecology Paediatrics	- Quality Circles - Parents' satisfaction survey (awaiting ethical committee approval to commence study) - Picture gallery of staff at ward entrance used as a method of: - improving communications between parents and staff - easily identifying nurse in charge of the ward
		General	- Doncaster audit
		All wards and depts	- Telford System and Hospital Activity Analysis - Specific objectives drawn up by each ward sister/charge nurse

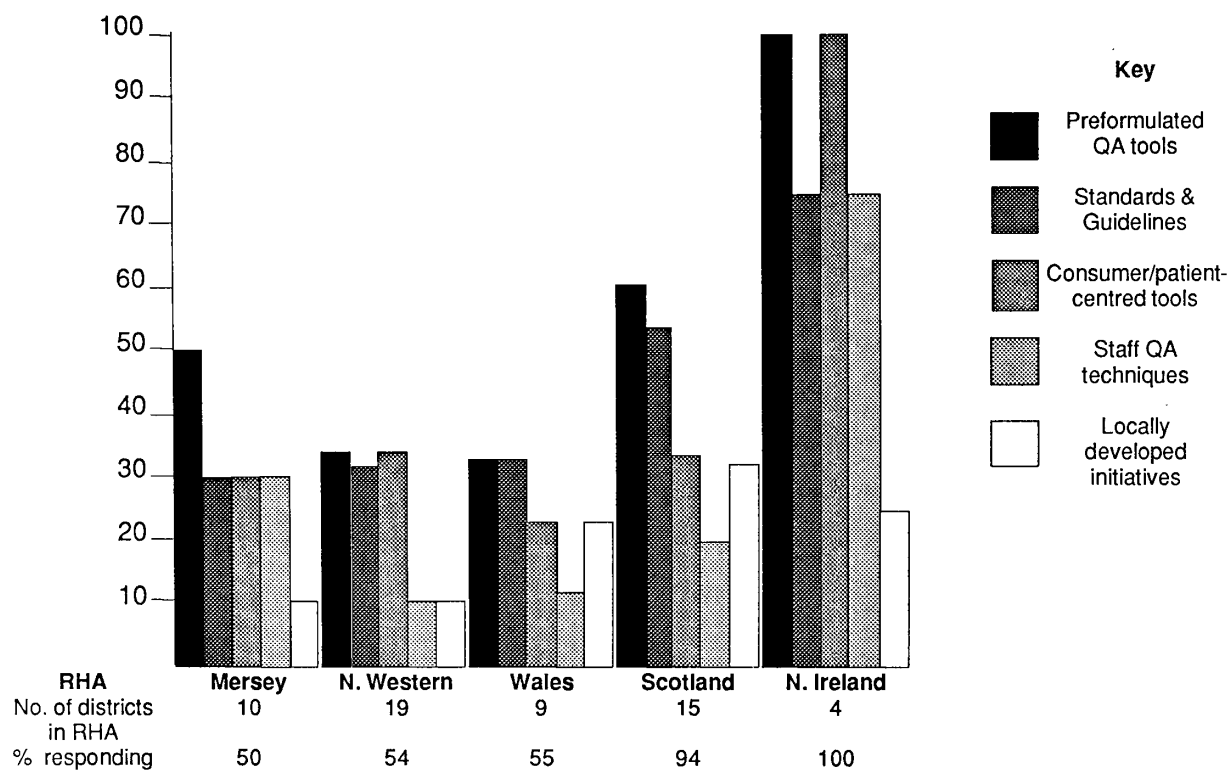
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17. Northern Health and Social Services Board (cont.)				
ix)	Mrs R Simpson Assistant Director of Nursing Services	Braid Valley Hospital Cushendell Road Ballymena Co Antrim Tel: 0266-653377	Care of the Elderly	- Doncaster audit in all wards - Charter of Rights for all continuing care patients - Specific objectives drawn up by each ward sister/charge nurse
x)	Mr K Murray Senior Assistant Director of Nursing Services	Holywell Hospital 60 Steeple Road Co Antrim Antrim Tel: 084-94-65211	Psychiatry	- Doncaster audit - Hospital Activity Analysis in relation to review of manpower requirements based on Telford System - Specific objectives drawn up by each ward sister/charge nurse - Charter of Rights for continuing care patients - Special study - "Quality of Ward Life" project for Action Learning Programme
17. Southern Health and Social Services Board				
i)	Miss D J Gillings Director of Nursing Services	Craigavon & Banbridge Unit of Management Craigavon Area Hospital Craigavon Co Armagh Tel: 0762-334444	Medical Surgical	- Pilot study carried out in a medical and a surgical ward in Craigavon Area Hospital
ii)	Miss T Grant Director of Nursing Services	Newry/Mourne Unit of Management John Mitchel Place Newry N Ireland Tel: 0693-4811	Community Nursing Services Coronary care	- Locally developed audit system, used within unit of management - Patient satisfaction questionnaire

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17. Southern Health and Social Services Board (cont.)			
iii) Mr J Mone Director of Nursing Services	Armagh/Dungannon Unit of Management Gosford Place The Mall Armagh Co Armagh	All units throughout area Medical Surgical Care of the Elderly	- Telford survey - Locally developed audit system, used within South Tyrone Hospital, Dungannon
iv) Mr J Hilman Assistant Chief Admin Officer	Southern Area Board 20 Seagoe Industrial Area Portadown Craigavon Co Armagh BT63 5QD Tel: 0762-336611	Surgery District nursing Care of Elderly All specialities	- Consideration is currently being given to introducing and implementing Monitor on an area basis, to start in surgical areas in Autumn 1988 and progress through to Senior Monitor, District Nursing Monitor - Considering Criteria for Care following Monitor exercise - Use of nursing process and nursing care plans are constantly monitored by peers and senior management - Area nursing procedure group - continues updating and formulation of nursing procedures to keep abreast of new advances and research
v) Mr F Rice Chief Administrative Nursing Officer	Ditto	All specialities	- Area Nursing Group - formulation and modernisation of nursing policies
17. Western Health and Social Services Board			
i) Miss P L Donald	Western Health & Social Services Board 15 Gransha Park Clooney Road Londonderry BT47 1TG Tel: 0504-860086	Acute	- Monitor

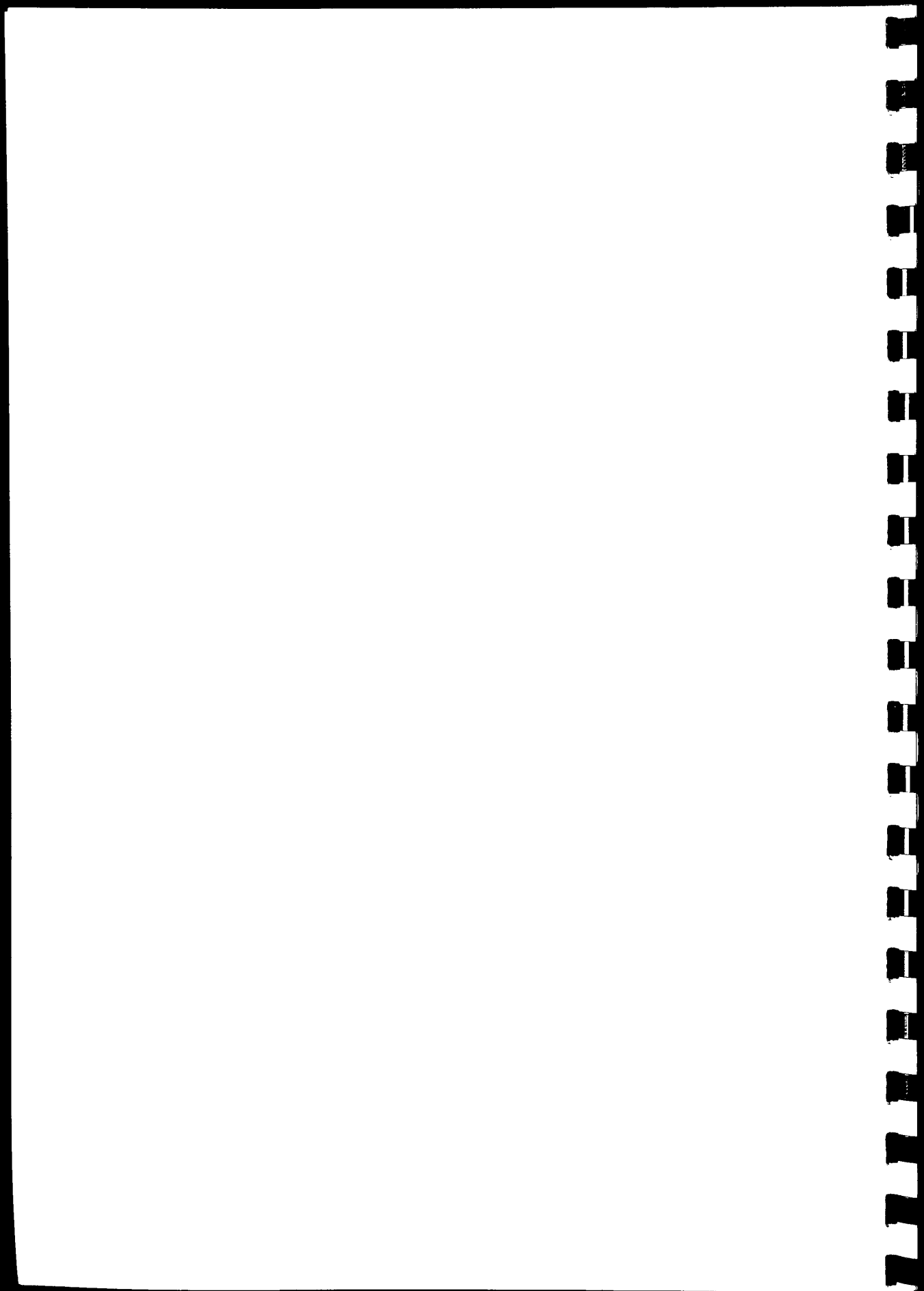
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17. Western Health and Social Services Board (cont.)			
ii) Mr G G Smyth	Ditto	Care of the Elderly	- Evaluation of Grade Mix and an analysis of the percentage of unskilled tasks carried out by trained nurses
iii) Mr H Mills	Altnagelvin Area Hospital Waterside Londonderry Tel: 0504-860261	Out-patients	- Consumer opinion - Quality of Care received and waiting times at Out-patients Department
iv) Mr J J Gormley	Omagh Unit of Management Acute Tyrone & Fermanagh Hospital Omagh Co Tyrone Tel: 0662-45211		- Retrospective Consumer opinion on care received in hospitals

**BAR CHARTS COMPARING % UPTAKE QUALITY ASSURANCE TOOLS
(REGIONAL HEALTH AUTHORITIES IN ENGLAND AND WALES;
SCOTLAND AND N.IRELAND BOARDS)**





INDEX



ABBREVIATIONS

USED FOR HEALTH AUTHORITIES

1. NORTHERN RHA

Darlington	DAR	Durham	DUR
E Cumbria	(ECU)	Gateshead	GAT
Hartlepool	HAR	Newcastle	NEW
N Tees	(NTE)	N Tyneside	NTY
Northumberland	NOR	N W Durham	NWD
S Cumbria	(SCU)	S Tees	(STE)
S Tyneside	(STY)	S W Durham	SWD
Sunderland	SUN	W Cumbria	WCU

2. YORKSHIRE RHA

Airedale	AIR	Bradford	BRA
Calderdale	(CAL)	Dewesbury	DEW
E Yorkshire	EYO	Grimsby	GRI
Harrogate	HAR	Huddersfield	HUD
Hull	HUL	Leeds Eastern	(LEE)
Leeds Western	LEW	Northallerton	NOR
Pontefract	PON	Scarborough	SCA
Scunthorpe	SCU	Wakefield	WAK
York	YOR		

3. TRENT RHA

Barnsley	(BAR)	Bassetlaw	BAS
Central Nottinghamshire	CNO	Doncaster	DON
Leicestershire	LEI	N Derbyshire	(NDE)
N Lincolnshire	NLI	Nottingham	NOT
Rotherham	ROT	Sheffield	SHE
S Derbyshire	SDE	S Lincolnshire	SLI

4. EAST ANGLIA RHA

Cambridge	CAM	E Suffolk	ESU
Great Yarmouth	(GYA)	Huntingdon	HUN
Norwich	(NOR)	Peterborough	(PET)
W Norfolk & Wisbech	(WNW)	W Suffolk	WSU

5. NORTH WEST THAMES RHA

Barnet	(BAR)	Brent	(BRE)
Ealing	(EAL)	E Hertfordshire	EHE
Harrow	HAR	Hillingdon	HIL
Hounslow & Spelthorne	HOS	N Bedfordshire	NBE
N Hertfordshire	(NHE)	N W Hertfordshire	(NWH)
Parkside	PAR	Riverside	RIV
S Bedfordshire	(SBE)	S W Hertfordshire	SWH

6. NORTH EAST THAMES RHA

Barking, Havering & Brentwood	(BHB)	Basildon & Thurrock	BAT
The City & Hackney	CIH	Bloomsbury	BLO
Hampstead	HAM	Enfield	(ENF)
Islington	ISL	Haringey	HAR
Newham	NEW	Mid Essex	MES
Redbridge	RED	N E Essex	NEE
Tower Hamlets	TOH	Southend	(SOU)
West Essex	(WES)	Waltham Forest	WAF

7. SOUTH EAST THAMES RHA

Bexley	(BEX)	Brighton	BRI
Bromley	BRO	Camberwell	CAM
Canterbury & Thanet	(CAT)	Dartford & Gravesham	(DAG)
Eastbourne	EAS	Greenwich	(GRE)
Hastings	(HAS)	Lewisham & N Southwark	LNS+
Maidstone	MAI	Medway	MED
S E Kent	SEK	Tunbridge Wells	TUW
West Lambeth	WLA		

8. SOUTH WEST THAMES RHA

Chichester	(CHI)	Croydon	CRO
East Surrey	ESU	Kingston & Esher	KIE
Merton & Sutton	(MES)	Mid Downs	MDO
Mid Surrey	(MSU)	N W Surrey	NWS
Richmond, Twickenham and Roehampton	RTR	S W Surrey	SWS
W Surrey & N E Hampshire	(WSH)	Wandsworth	(WAN)
Worthing District	(WOD)	Worthing	WOR

9. WESSEX RHA

Basingstoke & N E Hampshire	BNH	Bath	(BAT)
Isle of Wight	(IOW)	Dorset	(EDO)
Salisbury	SAL	Portsmouth & S E Hampshire	PSH
Southampton & S W Hampshire	(SSH)	Swindon	SWI
Winchester	(WIN)	W Dorset	WDO

10. OXFORD RHA

Aylesbury Vale	AYV	E Berkshire	EBE
Kettering	KET	Milton Keynes	MIK
Northampton	NOR	Oxfordshire	OXF
W Berkshire	WBE	Wycombe	(WYC)

11. SOUTH WESTERN RHA

Bristol & Western	(BRW)	Cheltenham & District	CHE
Cornwall & Isles of Scilly	CIS	Exeter	(EXE)
Frenchay	FRE	Gloucester	GLO
N Devon	NDE	Plymouth	PLY
Somerset	SOM	Southmead	SOU
Torbay	TOR		

12. WEST MIDLANDS RHA

Bromsgrove & Redditch	BRR	Central Birmingham	CBI
Coventry	COV	Dudley	(DUD)
E Birmingham	(EBI)	Herefordshire	HER
Kidderminster & District	(KID)	Mid Staffordshire	MST
N Birmingham	NBI	N Staffordshire	NST
N Warwickshire	NWA	Rugby	RUG
Sandwell	SAN	Shropshire	SHR
Solihull	SOL	S Birmingham	SBI
S E Staffordshire	(SES)	S Warwickshire	SWA
Walsall	WAL	W Birmingham	(WBI)
Wolverhampton	WOL	Worcester & District	WOD

13. MERSEY RHA

Chester	(CHE)	Crewe	CRE
Halton	(HAL)	Liverpool	(LIV)
Macclesfield	(MAC)	Southport & Formby	SOF
S Sefton	SSE	St Helens & Knowsley	SHK
Warrington	WAR	Wirral	(WIR)

14. NORTH WESTERN RHA

Blackburn, Hyndburn & Ribble Valley	BHR	Blackpool, Wyre & Fylde	(BWF)
Bolton	BOL	Burnley, Pendle & Rossendale	BPR
Bury	(BUR)	Chorley & S Ribble	(CSR)
Central Manchester	(CMA)	N Manchester	NMA
Lancaster	(LAN)	Preston	PRE
Oldham	(OLD)	Salford	SAL
Rochdale	(ROC)	Stockport	STO
S Manchester	SMA+	Trafford	TRA
Thameside & Glossop	(TAG)	Wigan	WIG+
W Lancashire	(WLA)		

15. WALES RHA

Clwyd	(CLW)	E Dyfed	EDY
Gwent	(GWE)	Gwynedd	(GWY)
Mid Glamorgan	MGL	Pembrokeshire	(PEM)
Powys	POW	S Glamorgan	SGL
W Glamorgan	WGL		

16. SCOTLAND (Health Boards)

Argyll & Clyde	ARC	Ayrshire & Arran	AYA
Borders	BOR	Dumfries & Galloway	DUG
Fife	FIF	Forth Valley	FOR
Grampian	GRA	Greater Glasgow	GGL
Highland	HIG	Lanarkshire	LAN
Lothian	LOT	Orkney	ORK+
Shetland	(SHE)	Tayside	TAY
Western Isles	WIS		

17. NORTHERN IRELAND (Health and Social Services Boards)

Eastern	EHS	Northern	NHS
Southern	SHS	Western	WHS

Symbols used in text

* Use of tool under consideration
R Instrument in use at RHA level
+ No projects to report
() No information received

1. QUALITY ASSURANCE TOOLS BY REGION

1.1 PRE-FORMULATED QUALITY ASSURANCE TOOLS

MONITOR - general/acute

Northern	HARii,iv NEWiv NTYi NWDi SWDi SUNi
Yorkshire	DEWi HARi HULi LEWi NORi PONi SCAii
	SCUi
Trent	CNOviii DONiv LEIi NLIi,v NOTiii,iv
	SDAi
E Anglia	CAMi HUNii,vi,vii
N W Thames	*HOSii RIVviii
N E Thames	MESi NEEiv
S E Thames	SEKi
S W Thames	NWSi
Wessex	BNHi PORi SWIi
Oxford	MIKi NORii
S Western	PLYiv
W Midlands	CBIIi SANi SBIIi WALii WOLI WORiv
Mersey	SHKv WARx
N Western	STOii TRAi
Wales	EDYi-iii POWi
Scotland	AYAi,ii *FORi GRAi LOTi *TAYix
N Ireland	EHSiii *SHSiv WHSi

MONITOR - midwifery/gynaecology

Yorkshire	NORii
Trent	CNOvi
N Western	STOii TRAi
Scotland	AYAi

MONITOR - paediatrics

Northern	NEWi,iv
Yorkshire	HARi
Trent	CNOvi
E Anglia	CAMi ESUi
N E Thames	NEEiv
Mersey	SHKv
N Western	STOii TRAi

MONITOR - elderly

Northern	GATiii,iv NEWiv NTYi SWDi SUNi
Yorkshire	DEWi EYOi HARi HUDvi HULi LEWi NORi
	PONi SCAii
Trent	DONiii LEIi NLIv NOTii SDAi
E Anglia	CAMi ESUi
N W Thames	HILI *HOSii SWHi
N E Thames	MESii NEEiv
Wessex	BNHi SWIi
W Midlands	MSTi NBII SHRI WALii WOLI WORii
Mersey	SHKv WARx
N Western	STOii TRAi
Wales	EDYi-iii
Scotland	AYAi,ii *FORi LOTi *TAYix
N Ireland	EHSiii *SHSiv

MONITOR - psychiatry

Northern	GATii NEWiv
Trent	SDAi SLiv
W Midlands	NBii
N Western	STOii
Wales	POWi

MONITOR - community

Northern	SWDi
Yorkshire	EYOi HUDiv,v HULi LEWi NORvii PONi
Trent	CNOi,v SDAi SLiiv
E Anglia	CAMi
N W Thames	*HOSii
S Western	PLYv-vii
W Midlands	SANii
Mersey	CREiv SHKii
N Western	*STOii
Wales	EDYi
Scotland	AYAi GRAii,iii
N Ireland	*SHSiv

MONITOR - other specialties

Trent	NOTiii
Oxford	NORii
Mersey	SHKv
N Western	STOii
Wales	EDYvi
Scotland	AYAi

QUALPACS

Trent	SHEi,ii SDAi
E Anglia	HUNii,vi,vii
N W Thames	RIViv SWHii
S E Thames	CAMi *SEKi
Oxford	EBEii OXFii,iii
W Midlands	SOLi
Wales	EDYii
N Ireland	NHSiv

SPECIAL/OTHER AUDITS

Northern	DARiv GATii WCUI
Yorkshire	AIRii HULi
Trent	LEii NOTi SHEvi SDAi
E Anglia	CAMi ESUI *HUNvii,xiii
N W Thames	HOSi SWHiii
N E Thames	BATxxii MESiii NEEiii
S E Thames	TUNi
S W Thames	NWSi *RTRi
Wessex	SALi SWIii WDOI
Oxford	OXFi,iii
W Midlands	SWAv WALiii
N Western	BOLi PREiv TRAi
Wales	POWi

SPECIAL OTHER AUDITS (cont.)

Scotland	ARCi AYAi,vi FIFvii FORii GRA*i,ii,iii HIGi,ii LANiv LOTi TAYi,ii,iii,vi
N Ireland	EHSi NHS*v,*vi,viii-x

NURSING AUDIT (unspecified)

Northern	HARv
Yorkshire	GRIi
Trent	DONiv,vii NLIii,iii
N W Thames	RIVv
N E Thames	HARii REDi WAFii
S E Thames	BROi MAIi
S W Thames	NWSvi RTRii
Wessex	WDOi
S Western	CISi
W Midlands	SWAi,vi,WORi,iii
Mersey	SHKiv SSEi,ii
N Western	PREii,vi STOiv
Wales	EDYii POWi
Scotland	AYAi,v-vii LANi-iv LOTiv TAYvi
N Ireland	SHSii-iv

1.2. STANDARDS AND GUIDELINES

STANDARDS

Northern	DARiv GATii,v
Yorkshire	AIRii HUDiii HULi,ii,*vi *LEWi
	NORii,iii *PONi
Trent	DONi,iii,vi LEIi NLIiii,iv SHEiv
	SLIi
E Anglia	HUNviii,x,xi
N W Thames	HILI PARiii RIVi,iii,v,vi
N E Thames	BATviii-xvi CIHi HARii NEEv
S E Thames	MAIi MEDI,ii WLAii,iii
S W Thames	KIEii NWSiv RTRi
Wessex	SALi WDOi
Oxford	KETvii NORi OXFi-iii WBEi
S Western	Ri-iv CISi FREiii GLOi,ii NDEi
W Midlands	HERiv SWAiii,vi WORi
Mersey	CREiii-v SHKv WARI,v
N Western	BHRI BPRI,ii NMAi PREii,iii SALi
Wales	EDYv,vi POWi,ii,vi WGLi
Scotland	ARCi AYAi,v,vii BORii FIFi-iv
	GGLi,iii LOTiii TAYvi *WISiii
N Ireland	EHSvi NHSi

CODES OF GOOD PRACTICE/GUIDELINES

Yorkshire	HULvi WAKii
N W Thames	RIVi
N E Thames	BATv,viii,xxii
Oxford	KETvii
Mersey	SHKiii

CODES OF GOOD PRACTICE/GUIDELINES (cont.)

N Western	STOiii
Wales	POWii
Scotland	AYAv GGLi
N Ireland	EHSv

CHECKLISTS

Yorkshire	HULi
Trent	DONv NLIii SLIiii
E Anglia	HUNxiv
N E Thames	REDi
S W Thames	CROi NWSi,iii
W Midlands	HERiii SBIIi WALiii
N Western	BPRii STOV
Wales	EDYii,v POWi,ii
Scotland	AYAv
N Ireland	NHSii,iv,vii

PERFORMANCE INDICATORS

Northern	GATii
Yorkshire	HUDi
S Western	CISi
N Western	BHRi
Wales	EDYiv
Scotland	AYAii

1.3. CONSUMER/PATIENT CENTRED TOOLS

PATIENT/CONSUMER SATISFACTION SURVEYS

Northern	DARi,ii GATii HAR*ii,iii NWDi SWDi
Yorkshire	BRAi EYOi HARi HULi,v NORiii WAKiii
Trent	CNOi-iv DONiii LEIi NLii SHEi SDAi
E Anglia	HUNviii
N W Thames	EHEi HARi RIVi
N E Thames	BATiii-v,xvii,xx,xxi BLOi CIHi HARii
	MESiv NEWiii NEEi,ii,vi REDi
S E Thames	BRIii BROi EASii WLAI
S W Thames	NWSii RTRii
Wessex	WDOi
Oxford	EBEii KETv
S Western	FREi PLYii
W Midlands	HERiii MSTi NWAi RUGi SBIIii
	SWAii,iv,vi, WOLI WORiv-vi
Mersey	CREiv SHKvi
N Western	BHRi BPRii,vi PREv SALi STOiii TRAI
Wales	POWi-iii WGLi
Scotland	AYAii,v FIFviii HIGii TAYi,iii,vii
N Ireland	EHSii,iii,vii NHSiv,*viii SHSii
	WHSiii,iv

OTHER PATIENT/CONSUMER ORIENTATED (including staff suggestions)

Northern	GATii NEWiv SWDi
Yorkshire	BRAi HUDvii HULiv,v WAKii
Trent	DONiii LEIi SHEii-v
E Anglia	ESUi HUNx,xii
N E Thames	BATvi,vii, xvii,xviii,xx HARii NEWiii
	REDi
S E Thames	BRIii CAMi EASii MAIiii WLAiii
S W Thames	NWSi
S Western	NDEiv,v TORi
W Midlands	SBIIi,SWAi
Mersey	CREiv SHKvi WARvii
N Western	BHRI PREiii SALi
Wales	POWi WGLi
Scotland	TAYvii
N Ireland	EHSii NHSvi,viii-x

1.4. STAFF QUALITY ASSURANCE TECHNIQUES

QUALITY CIRCLES

Northern	DARiii GATii HARI,vi NEWiv SUNii
Yorkshire	AIRi,ii BRAi DEWi EYOi GRIi HARI
	HUDii,iv NORiv WAKi
Trent	DONiii LEIi
E Anglia	HUNix
N W Thames	HILiii NBEi RIVv SWHii
N E Thames	BATi,ii CIHi HARii MESiv
S E Thames	BRIi BROi EASii MEDii SEKi WLAii
S W Thames	*CROi NWSiii,vii WORi
Wessex	BNHii,iii SWIiii
Oxford	MIKi WBEii
S Western	CISi FREiii NDEv *PLYiii SOUi
W Midlands	NWAI SBII-iii SWAiii,v
Mersey	CREvi SHKv SOFii
N Western	BHRIi
Wales	EDYiv
Scotland	AYAi,iv BORi,ii FIFvii
N Ireland	EHSvii NHSvi,viii

PEER REVIEW

Yorkshire	YORiii
Trent	NLIiii
E Anglia	ESUi
S E Thames	WLAiv
Scotland	AYAi
N Ireland	SHSiv

1.5. LOCALLY DEVELOPED INITIATIVES (Other QA/Manpower Tools)

Northern	DARii,v NEWii-iv SWDi WCUI
Yorkshire	EYOi HULiv NORvi WAKiii YORiii
Trent	BASi CNOvii DONiii LEIi NLIiii-iv
	SHEiii SLIiii

1.5 LOCALLY DEVELOPED INITIATIVES (cont.)

E Anglia	ESUii,iii HUNi-v
N W Thames	HARii HILi,iii PARi,ii
N E Thames	HARi,ii WAFii
S E Thames	Ri BRIi
S W Thames	CROi MDOi RTRi
Wessex	SWIii
Oxford	AYVi KETi,vi
S Western	GLOii SOUi
W Midlands	CBIIiii MSTi NWAi SOLi SBIii
	SWAiv
Mersey	WARviii
N Western	BPRIii TRAi
Wales	EDYv,vi
Scotland	ARCi AYAi,iii LANi-iv LOTiii
	TAYiv,v,vii
N Ireland	EHSi,iii

2. QUALITY ASSURANCE TOOL BY SPECIALITY/FIELD

2.1. PRE-FORMULATED QUALITY ASSURANCE TOOLS

MONITOR

General/acute	<ol style="list-style-type: none">1. HARi_{ii},iv NEWiv, NTYi NWDi SWDi SUNi2. DEWi HARI HULi LEWi NORi PONi SCAi_{ii} SCUi3. CNOv_{iii} DONiv LEIi NLi_{ii},v NOTi_{iii},iv SDAi4. CAMi HUNi_{ii},vi,vii5. *HOSi_{ii} RIVv_{iii}6. MESi NEEiv7. SEKi8. NWSi9. BNHi PORi SWIi10. MIKi NORi_{ii}11. PLYiv12. CBI_{iii} SANi SBi_{ii} WALi_{ii} WOLi WORiv13. SHKv WARx14. STOi_{ii} TRAi15. EDYi-iii POWi16. AYAi,ii *FORi GRAi LOTi *TAYix17. EHSi_{iii} *SHSiv WHSi
Midwifery	<ol style="list-style-type: none">3. CNOvi
Midwifery (monitor)	<ol style="list-style-type: none">2. NORi_{ii}14. TRAi
Gynaecology	<ol style="list-style-type: none">14. STOi_{ii}16. AYAi
Paediatrics	<ol style="list-style-type: none">13. SHKv
Paediatrics (monitor)	<ol style="list-style-type: none">3. CNOvi4. CAMi6. NEEiv14. STOi_{ii} TRAi
Junior (monitor)	<ol style="list-style-type: none">1. NEWi,iv2. HARI4. ESUi
Elderly	<ol style="list-style-type: none">5. HILi *HOSi_{ii} SWHi9. SWIi12. NBIi16. LOTi *TAYix
Senior (monitor)	<ol style="list-style-type: none">1. GATi_{iii},iv NEWiv NTYi SWDi SUNi2. DEWi EYOi HARI HUDvi HULi LEWi NORi PONi SCAi_{ii}3. DONi_{iii} LEIi NLiv NOTi_{ii} SDAi4. CAMi ESUi6. MESi_{ii} NEEiv9. BNHi

MONITOR (cont.)

	12. MSTi SHRi WALii WOLi WORii
	13. SHKv WARx
	14. STOfi TRAi
	15. EDYi-iii
	16. AYAi,ii *FORi
	17. EHSiii *SHSiv
Psychiatry	1. GATii
	15. POWi
Psychiatry (monitor)	1. NEWiv
	3. SDAi SLiv
	12. NBii
	14. STOfi
Community	3. CNOi,v
	5. *HOSii
	11. PLYv-vii
Health visiting (monitor)	2. HUDiv
	13. CREiv SHKii
District nursing (monitor)	1. SWDi
	2. EYOi HUDv HULi LEWi NORvii PONi
	3. SDAi SLiiv
	4. CAMi
	12. SANii
	14. *STOfi
	15. EDYi POWiii
	16. AYAi GRAii,iii
	17. *SHSiv
Other specialties	3. NOTiii
	10. NORii
	13. SHKv
	14. STOfi
	15. EDYvi
	16. AYAi

QUALPACS

General/acute	3. SHEii
	4. HUNii,vi,vii
	5. SWHii
	7. *SEKi
	10. OXFiii
	12. SOLi
	15. EDYii
	17. NHSiv
Elderly	3. SHEi
	7. CAMi
	10. EBEii OXFi

QUALPACS (cont.)

Other specialties 10. OXFiii

SPECIAL/OTHER AUDITS

Phaneuf 10. OXFi (elderly) OXFiii (other)

Rush Medicus 9. SWIii (psychiatry)

QUEST 12. WALiii (psychiatry)
16. AYAi (psychiatry) FIFvii TAYiii
(elderly/maternity) GRAi
(psychiatry/community) GRA*i,ii,iii
(community/mental handicap)
HIGi,*ii (elderly) TAYii,vi
(psychiatry)

Doncaster 5. HOSi
16. ARCi (community) TAYi (other)
17. NHSvi (community),viii (general)
ix (elderly),x (psychiatry)

CARE 1. DARiv WCUi
2. HULi (mental handicap)
6. NEEiii (general)

Excelcare (general) 6. BATxxii
9. WDOI
15. POWi

NATN QA tool 3. SHEvi SDAi
4. ESUi *HUNvii,xiii
5. SWHiii
7. TUNi
9. SALi
12. SWAv
14. PREiv TRAi
16. *ARCi LOTi TAYvi
17. *NHSv,vi

Qualpaeds 3. SDAi
5. RIViv

NAWCH paediatric 6. MESiii
8. NWSi

SNAP (mental
handicap/psychiatry) 16. ARCi AYAvi LANiv

Psychiatric nursing
(Central Notts) 1. GATii
2. AIRii
3. LEIi
4. CAMi
8. *RTRi

Psychiatric
performance 12. WALiii

SPECIAL/OTHER AUDITS (cont.)

MAS proposal for health visiting	5. HOSi
P A nursing quality	14. BOLi
	16. FORii
	17. EHSi

NURSING AUDIT (unspecified)

General/acute	3. DONiv NLIiii
	7. BROi
	8. RTRii
	12. SWAi
	13. SSEi
	14. PREii
	15. EDYii POWi,ii
	16. LANi,ii LOTiv
	17. SHSiv
Maternity	14. STOiv
Midwifery	16. AYAv
Elderly	3. NLIii
	6. WAFii
	16. AYAi
	17. SHSi
Psychiatry	5. RIVv
	6. REDi
	12. WORi
	13. SHKiv
	16. AYAvi TAYvi
Mental handicap	5. RIVv
	6. REDi
	7. MAIi
	11. CISi
	14. PREvi
	16. AYAvi LANiv
Community	6. REDi
	16. LANiii
	17. SHSi
A&E/OPD	2. GRIi
	3. DONvii
Other specialties	2. GRIi
	6. HARii
	12. SWAvi WORiii
Education	1. HARv
	13. SSEii
	16. AYAvii

NURSING AUDIT (cont.)

Other 8. NWSvi
9. WDOi
16. AYAi

2.2 STANDARDS AND GUIDELINES

STANDARDS

General/acute

2. HUDiii HULi *LEWi NORiv *PONI
3. DONi LEIi NLiiii SHEiv SLIi
5. HILi RIVi,iii,vi
6. CIHi
7. MEDI WLAiii
9. SALi
11. CISi GLOii
12. SWAvi WBIiv
13. PREii SHKv
15. POWi WGLi
16. ARCii AYAi FiFi,iii GGLiii
*WISiii

Maternity/midwifery 2. NORii
 3. DONi
 8. RTRi
 11. CISi
 13. CREiii WARv
 16. AYAv

Gynaecology 6. CIHi

Paediatrics 2. HULiii
 4. HUNxi
 11. Ri GLOi
 14. NMAi
 17. EHSvi

Elderly

2. *LEWi
5. HILi
6. BATxiⁱⁱⁱ,xv CIHi
7. WLAIi
9. SALi
10. OXFi
11. FREiⁱⁱⁱ
14. BHRi BPRiⁱ PREiⁱⁱⁱ
15. POWiⁱ
16. FIFiv GGLiⁱⁱⁱ LOTiⁱⁱⁱ
17. NHSi

Psychiatry 1. GATii
 2. AIRii HULvi
 5. RIVv
 6. BATxiv CIHi HARii
 10. NORi
 12. SWAiii WORi

STANDARDS (cont.)

	14. BHRi SALi
	15. EDYv
	16. BORii
Mental handicap	1. DARiv
	3. LEIi
	6. BATviii,ix
	7. MAIi
	13. CREv
	15. POWvi
	16. FIFii
Community	2. *LEWi
	5. PARiii
	6. NEEv
	7. MEDii
	8. NWSiv
	12. HERv
	13. CREiv
Health visiting	3. NLIiv
	6. BATx
	8. RTRi
	11. Rii,iii
	15. EDYvi
	16. AYAii
District nursing	6. BATxi,xii
	10. KETvii
	15. EDYvi
A&E/OPD	2. HULii NORiii
	3. DONvi
	16. FIFiii
Other specialties	1. GATv
	3. DONiii
	6. CIHi
	11. Riv Cisi GLOii
	14. BHRi
	16. AYAii TAYvi
Education	16. AYAvii GGLi
Other areas	4. HUNviii,x,xi
	5. RIVi
	6. HARii
	7. MEDii
	8. KIEii
	9. SALi WDOi
	10. OXFii,iii WBEi
	11. NDEi
	13. WARi

CODES OF GOOD PRACTICE/GUIDELINES

General/acute	6. BATxxii 14. STOiii 15. POWii
Maternity/Midwifery	18. AYAv EHSv WAKii
Elderly	6. BATv
Psychiatry	2. *HULvi
Mental handicap	6. BATviii
Health visiting	13. SHKiii
District nursing	10. KETvii
Education	16. GGLi
Other areas	5. RIVi

CHECKLISTS

General/acute	3. DONv 8. NWSi 12. HERiii SBIii 15. EDYii POWi 17. NHSiv,vii
Maternity	17. NHSvii
Midwifery	4. HUNxiv 16. AYAv
Elderly care	3. NLIii 14. STOV 15. POWii 17. NHSvii
Psychiatry	6. REDi 8. NWSiii 12. WALiii 14. BPRii 15. EDYv
Mental handicap	2. HULi 3. SLIiii 6. REDi 8. CROi
Community	6. REDi
Other specialties	17. NHSii,iv
Other areas	12. SBIii

PERFORMANCE INDICATORS

Elderly	14. BHRI
Psychiatry	1. GATii 14. BHRI 16. AYAi
Other specialties	14. BHRI
Education	2. HUDi 11. CISi 15. EDYiv

2.3 CONSUMER/PATIENT CENTRED TOOLS

PATIENT SATISFACTION SURVEYS

General/acute	1. DARI,ii *HARIi SWDi 2. BRAi EYOi HARI HULi 3. CNOi,iv SDAi 5. RIVi 6. BATi,iii-v BLOi 7. EASii 8. RTRIi 12. HERiii WOLi WORiv 14. BHRI BPRii SALi STOiii 15. POWi WGLi 16. AYAi FIFviii TAYvii 17. EHSVii NHSiv WHSiv
Maternity	2. BRAi 12. NWAi SWAiv WORvi 16. TAYiii
Obstetrics	17. EHSii
Midwifery	6. NEEvi 7. BROi WLAi 14. BPRvi 16. AYAv
Gynaecology	6. CIHi
Paediatrics	14. BPRvi 15. POWiii WGLi 17. *NHSViii
Elderly	3. SHEi 6. BATxvii CIHi NEWiii NEEii 7. BROi 10. EBEii 11. FREi NDEii 15. POWii 17. EHSii,vii

PATIENT SATISFACTION SURVEYS (cont.)

Psychiatry

1. GATii
6. REDi
8. NWSii
15. POWiv WGLi
17. EHSii

Mental handicap

6. MESiv REDi

Community

- ```

3. CNOii,iii
6. BATxxi REDi
12. RUGi SWAvi WORv
13. CREiv
14. PREv
17. EHSvii

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District nursing

15. WGLiii

A&amp;E / OPD

1. HARiii NWDi
2. NORiii
3. LEIi
5. EHEi
6. NEEi
7. BRIi
10. KETv
12. HERiii SWAii
13. SHKvi
14. TRAi
17. EHSiii WHSiii

Other specialties

- ```

1.  *HARi i NWDi
2.  WAKi i i
3.  DONi i i NLIi
6.  CIHi
12. MSTi
16. TAYi
17. SHSi i

```

Other areas

2. HULv
4. HUNviii
5. HARii
6. BATxx HARiii
9. WDOi
12. SBIiii
16. TAYvii

OTHER PATIENT/CONSUMER ORIENTATED (including staff suggestions)

Quality of life
measures

1. GATii NEWiv
2. HUDvii
6. BATviii (mental
handicap), xvii (elderly)
17. NHSx (psychiatry)

Person-person pack

3. LEIi (general/acute) DONiii
(other)
13. SHKvi
16. TAYvii (A&E/OPD)

OTHER PATIENT/CONSUMER ORIENTATED (cont.)

Patient rights/self advocacy/complaints	1. SWDi 2. HULv 4. HUNx (A&E) 6. HARii REDi (psychiatry)BATxviii REDi (mental handicap) REDi (community) BATxx (other) 7. WLAiii 11. NDEiv,v 12. SWAi 13. WARvii 15. POWi 17. NHSvi (general/acute) NHSix (elderly) NHSx(psychiatry)
Other areas	2. BRAi HULiv WAKii (maternity/ midwifery) 3. SHEii-iv 4. ESUi HUNxii 6. NEWiii BATvi,vii 7. BRIii CAMi EASii MAIiii 8. NWSi 11. TORi 12. SBIii SWAiii (psychiatry) 13. CREiv (community) 14. BHRi PREiii SALi 15. WGLi (general/acute) 16. TAYvii 17. NHSviii (paediatrics) EHSii (elderly) EHSii (A&E/OPD)

2.4 STAFF QUALITY ASSURANCE TECHNIQUES

QUALITY CIRCLES

General/acute	1. HARi 2. AIRi BRAi HARi HUDii NORiv 3. LEIi 5. HILiii SWHii 6. BATi,ii CIHi MESiv 7. BRIi BROi EASii MEDii SEKi WLAii 11. *PLYiii SOUi 12. NWAi 13. SHKv 16. AYAi BORii 17. EHSvii NHSvi
Maternity/midwifery	1. SUNii 12. NWAi 14. BHRii 16. FIFvii
Gynaecology	17. NHSviii
Paediatrics	2. AIRi 10. MIKi

QUALITY CIRCLES (cont.)

Elderly	2. AIRi DEWi 7. BRIi 9. BNHiii SWIiii 11. FREiii 16. AYAi BORi FIFvii
Psychiatry	1. GATii 2. AIRii BRAi HUDiv WAKi 5. RIVv 8. NWSiii 11. PLYii 12. SBii SWAiii 13. CREvi SOFii 16. AYAi BORii 17. EHSvii
Mental handicap	5. NBEi 8. *CROi 13. SOFii
Community	1. DARiii 2. EYOi 7. MEDii 12. NWAi 17. EHSvii
A&E/OPD	2. GRIi 4. HUNix
Other specialties	2. GRIi 3. DONiii 7. BRIi 12. SWAv 16. AYAi
Education	9. BNHii 15. EDYiv
Other areas	1. HARvi NEWiv 6. HARii 8. NWSvii WORi 10. WBEii 11. NDEv 12. SBiii WBIi 13. SOFii 16. AYAiv

PEER REVIEW

General/acute	3. NLIiii 17. SHSiv
Elderly	16. AYAAi
Other specialties	7. WLAv
Education	2. YORiii 4. ESUIi

2.5 LOCALLY DEVELOPED QA/MANPOWER TOOLS (including general quality assurance strategies, groups etc)

General/acute	1. DARii NEWiv 2. WAKiii 3. BASi CNOvii 5. HILi,iii PARI,ii 6. WAFii 10. AYVi 11. GLOii 12. SOLi SWAiv 14. TRAi 16. LANi,ii 17. EHSi
Midwifery/maternity	12 SWAiv
Elderly	1 NEWii 2 WAKiii 6 WAFii 12 CBIiii NWAi 16 LOTiii
Psychiatry/mental handicap	1 WCUI 2 EYOi 3 SLIiii 7 Ri 8 CROi 9 SWIii 12 DUDI SOLi 15 EDYv 16 ARCi AYAi,iii LANiv
Community	1 DARv NEWii,iv SWDi 2 NORvi 3 NLIiv SHEiii 4 ESUIii HUNv 8 RTRi 10 KETvi 12 NWAi 16 LANiii TAYvii
A&E/OPD	3 LEIi 17 EHSiii
Other specialties	1 NEWiii 3 DONiii 10 AYVi KETi
Education	2 YORiii 4 ESUIi 8 MDOi
General/other fields	2 HULiv 3 NLIiii 4 HUNi-iv 5 HARii

2.5 LOCALLY DEVELOPED QA/MANPOWER TOOLS (cont.)

6 HARI,ii
7 BRIi
12 MSTi SBIii,iv
13 WARviii
14 BPRiii
15 EDYvi
16 TAYiv,v

3. MANPOWER TOOLS

Aberdeen	1. DARi,iv GATi HARi NTYii SWDi 15. EDYi,ii,v,vii 16. AYAi,iii,vi FORiii LANi-iii WISi
Brighton	8. ESUi 17. *EHSii
Cheltenham	2. YORiv 8. SWSi 11. CHEi,ii FREii 12. CBIii
Criteria for Care	1. DARi GATii NEWi,iii SUNiii 2. HARi WAKii 3. CNOi,v,vi,viii LEIi NLii NOTiii,iv SDAi 5. HILi *HOSii RIVviii 8. NWSi 9. PORi 12. SWAiii WOLi 14. STOIi 15. EDYi-iii 17. *SHSiv
FIP	11. CHEi NDEii,iii SOMi 12. CBii,ii HERi,ii NWAi RUGi *SOLi
Goddard	2. BRAi NORiii PONi WAKiii
GRASP	8. RTRii 12. BROi NBii 15. SGLi
Huddersfield	2. YOR*ii,iv
Tamworth & Litchfield	2. *YORii
Telford	1. DARiv GATi SWDi 2. AIRi BRAi HULi NORiii PONi SCAi WAKii YORii 5. HILii PARii SWHii 6. NEWi 7. BRIi WLAiv 8. ESUi 10. KETiii 12. CBI (all) HERiv NSTiii SESi WALi 13. SHKi,v 15. EDYii,v MGLi 16. AYAi,iii,vi DUMi FIFvii FORiii LANi-v 17. NHSi,viii,x SHSiii
Wessex	2. BRAi NORii,v PONi WAKii 5. PARvi SWHii 13. CREii

APPENDIX 1

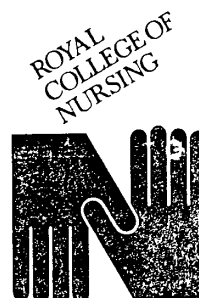
ALK/SMB/mdg

4th May, 1988

General Secretary:
Trevor Clay
M Phil RGN RMN FRCN

Patrons:
Her Majesty the Queen
Her Majesty Queen Elizabeth
the Queen Mother
Her Royal Highness
the Princess Margaret
Countess of Snowdon

20 Cavendish Square
London W1M 0AB
Telephone 01 409 3333



Dear Colleague

Nursing Quality Assurance Directory

I am currently up-dating the directory and should be grateful if the enclosed form could be completed and returned to me by 10th June, 1988. I am interested in activities which have been initiated, and supported, at national level. A similar letter has been sent to regional nursing officers/nurse advisers.

I am interested in the use of evaluative instruments, and any projects, innovations or developments currently being undertaken which you think are relevant to improving the standard of nursing care and the quality of service provided to patients/clients.

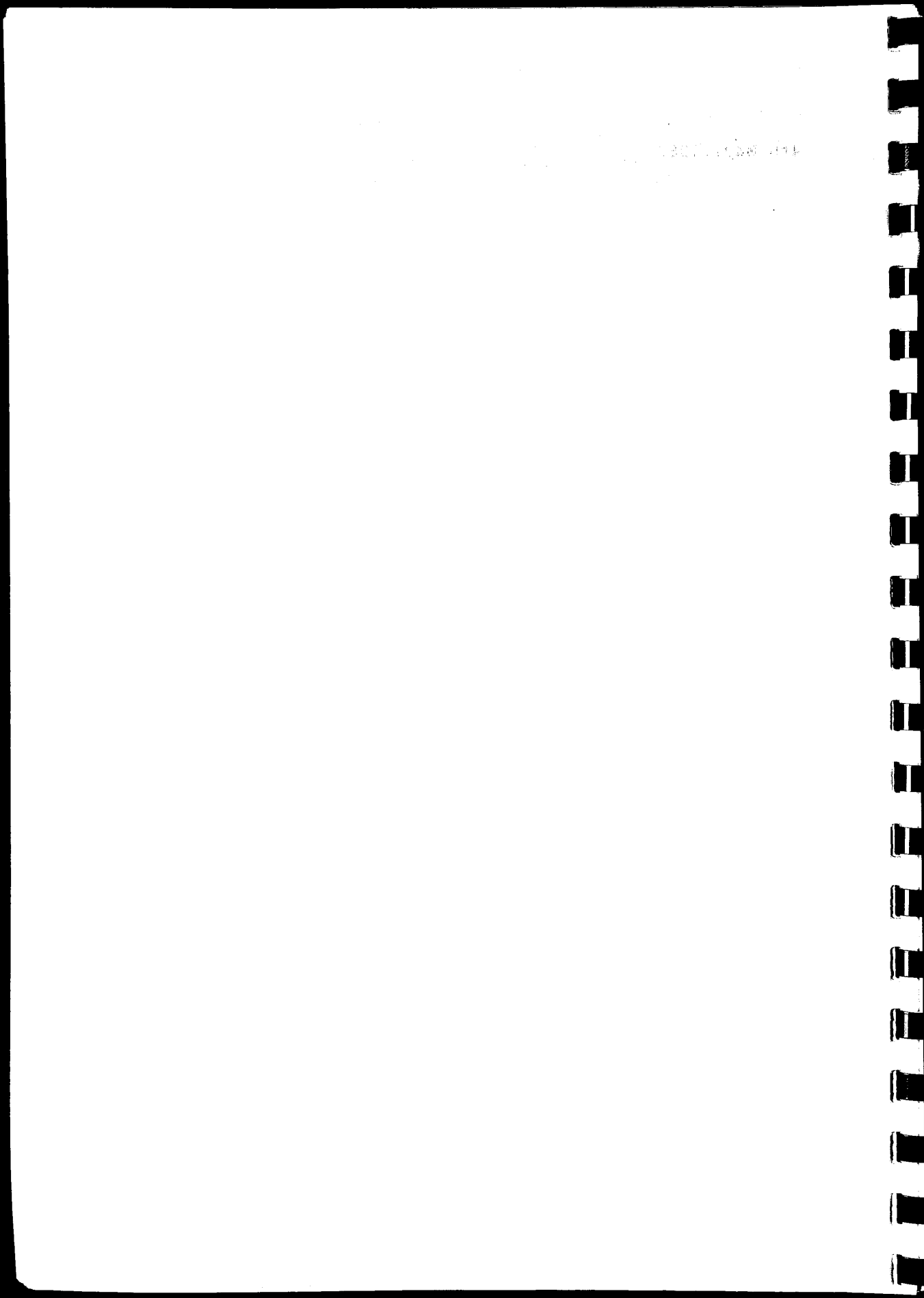
In addition to the information about quality assurance activity in your district I am anxious to ensure that the directory is of the best possible quality and so would welcome any comments you may have on ways in which it may be improved.

It is planned that the 1988 edition of the directory, which will include references from Northern Ireland, Scotland and Wales, will be ready in the autumn. If you would like to reserve copies of this extremely popular reference book please complete the section at the end of the form.

If you have any queries please do not hesitate to contact me.
Thank you for your assistance.

Yours sincerely

Alison L Kitson (Dr)
Project Co-ordinator
Standards of Care



ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

NURSING QUALITY ASSURANCE DIRECTORY: UPDATING

REGION..... DISTRICT

NAME OF CO-ORDINATOR/ CONTACT PERSON	ADDRESS, TEL NO.	CLINICAL SPECIALITY	MEASUREMENT INSTRUMENT: PROJECT DETAILS RECENT DEVELOPMENTS

NAME OF CO-ORDINATOR/ CONTACT PERSON	ADDRESS, TEL NO.	CLINICAL SPECIALITY	MEASUREMENT INSTRUMENT: PROJECT DETAILS RECENT DEVELOPMENTS

SIGNATURE

DESIGNATION DATE

Please return to: Dr A Kitson
Project Co-ordinator
Standards of Care
Royal College of Nursing
20 Cavendish Square

Please reserve copies of the
NURSING QUALITY ASSURANCE DIRECTORY 1988

DDOI FORM 0

ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

NURSING QUALITY ASSURANCE DIRECTORY: UPDATING

Notes for completion:

Name of co-ordinator/contact person

Please include in this section the name of each person responsible for each item included in the final section, and their job title.

Address/Telephone number

Please refer to clinical specialty, department, unit, as appropriate, in which quality assurance studies are being undertaken.

Measurement instruments; project details; recent developments

Please indicate if you are using any of the following:

Monitor
Senior Monitor
District Nursing Monitor
Monitor (paediatrics)
Other
Phaneuf Audit
Nursing Management Audit (Doncaster, Exeter, Blackpool)
Locally developed audit system (please specify)

QUALPACS

Patient/consumer satisfaction systems

Quality Circles
Standard setting systems

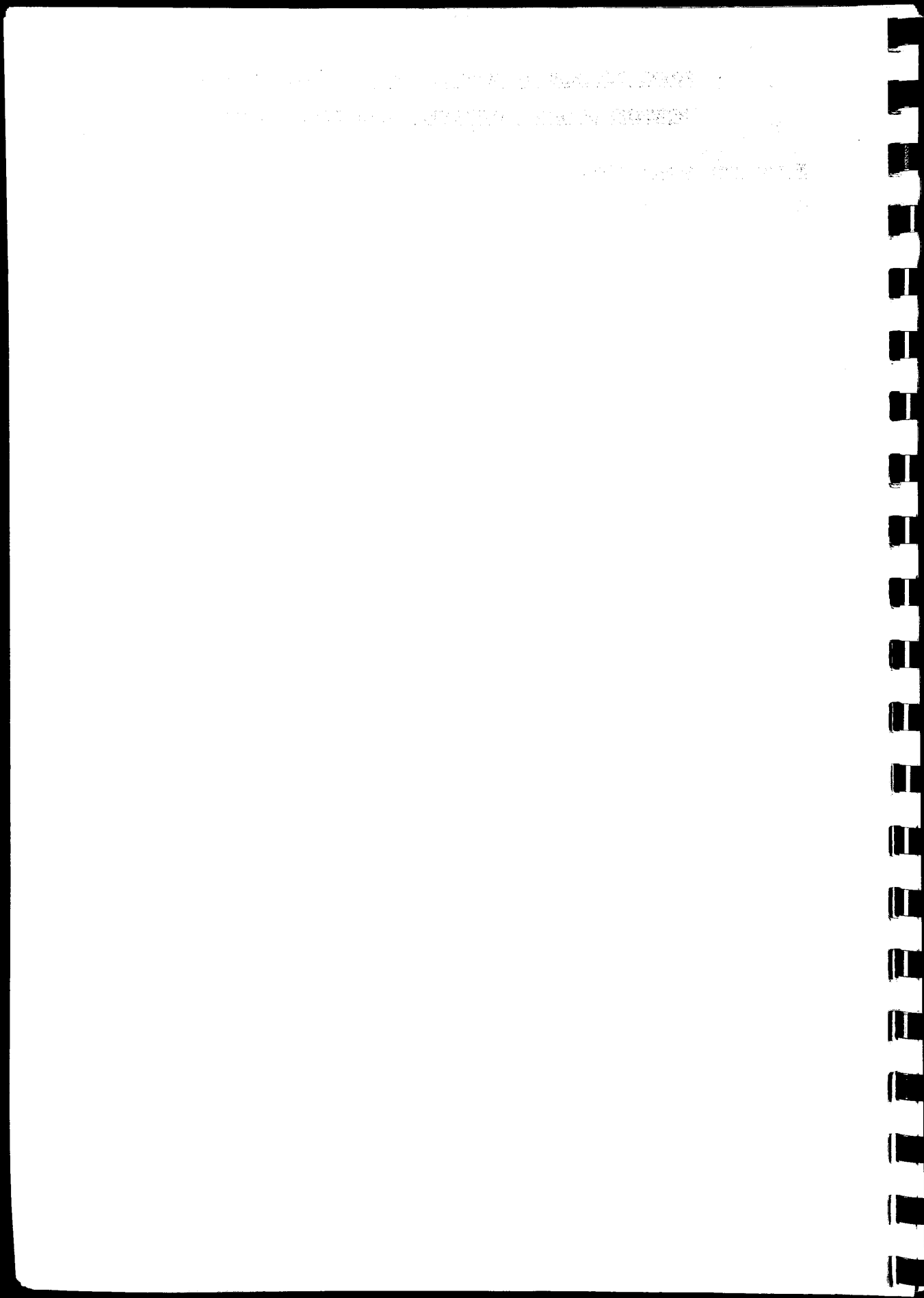
Criteria for Care
Telford System
Aberdeen System
Cheltenham System
Brighton System
GRASP
Wessex System
Goddard System

or any other method/system. This includes any system which is of your own design.

Thank you for your assistance. If you have any problems do not hesitate to contact me:

Dr A L Kitson
Project Co-ordinator
Standards of Care
Royal College of Nursing
20 Cavendish Square
London W1M 0AB

Tel: 01-409-3333



King's Fund



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