

84 Millbrook
recommendations

21 Collaborative
recommendations

From the recommendations
194 actions were identified



Millbrook completed 172 actions

From the recommendations
25 actions were identified



Collaborative completed 11 actions

SIX KEY THEMES: examples of completed actions



COMMUNICATION AND ENGAGEMENT

- New Communications and Engagement Manager
- Regular Stakeholder Groups
- Communications and engagement strategy
- Communications pathways



RECORD KEEPING AND DIGITAL SOLUTIONS

- New computer system
- Documentation standard training
- Dedicated repair contact information is now available



CULTURE AND WORKFORCE PLANNING

- New National OT Manager
- Regular training for all staff
- Review of all operational processes



WAITING LISTS

- Reduced waiting times by reviewing pathways



COMMISSIONING SOLUTIONS

- New incident management system
- Learning events to review incidents
- Clinical incident reporting pathway



DATA INTEGRITY

- Data cleanse exercise

Both Millbrook and commissioners recognise further improvements are required to continue to improve the experience of those using the service.

These are outlined in the continuous improvement plan which can be found in the full report.

The full report can be found www.westhampshireccg.nhs.uk