

27 Millbrook  
actions

4 Collaborative  
actions

To be completed 2018/19

OCT NOV DEC JAN FEB MAR APR MAY JUN JUL AUG SEP

The full report can be found  
[www.westhampshireccg.nhs.uk](http://www.westhampshireccg.nhs.uk)

## SIX KEY THEMES: actions to be completed



### COMMUNICATION AND ENGAGEMENT

- Identify key touch points and publicise waiting times for each stage of the pathway
- Review the service model to maximise clinical time available
- Develop a staff newsletter and other opportunities for staff to engage



### RECORD KEEPING AND DIGITAL SOLUTIONS

- Governance team to undertake comprehensive record keeping audit and implement any recommendations



### CULTURE AND WORKFORCE PLANNING

- Senior leaders to do regular back to the floor visits
- Introduce interview assessment training
- Develop and implement career development pathways
- Improve the starters and leavers process



### WAITING LISTS

- Undertake demand and capacity modelling
- Issue clear eligibility criteria
- Review schoolchair clinics
- Review 'Did Not Attend' policy
- Pilot evening clinics



### SERVICE DELIVERY

- Restructure of workstreams within the customer service team
- Develop the daily huddle and 1:1 meetings
- Review the use of Management Information to manage equipment handovers
- Implement an effective training programme for all staff skillsets



### COMPLAINTS

- Develop a structured complaints management function
- Complaints team to update service users on progress and timeframes
- Complaints letters to be reviewed and signed off by operational managers