

## Healthwatch Havering - Hospital Team Action Log

No	Work Programme	Lead	Comments	Status
1	Cancer Services		As there have been no other complaints to HH about the waiting times apart from BW. This has been decided to put it on hold until September 2014.	On Hold Until September 2014
2	End Of Life Care	Emma	To liaise with Pam Court, Chief Exec of St Francis Hospice and contact the CCG about how the programme is developing.	Ongoing
3	Accident & Emergency	Terry	As Queen's is under special measures, it was felt that an E&V visit would not add any value.	On Hold until September 2014
4	Patient Discharge	Diane M	Diane to compare the reports from the LINK patient discharge report and the protocol from BHRUT	Ongoing
5	Planned Care	Emma	Decided to examine this later in the year. To see how the Community Treatment Team has embedded.	On hold until September 2014
6	Marie De-Jesus RIP	Debbie	After the meeting with BHRUT and HH and recommendations made. This matter is now closed.	Closed
7	Cancer Services Centralisation	Ian Buckmaster	Ian to report back	Ongoing
8	BHRUT Action Plan	Debbie	To put on hold until the new CE of BHRUT has been embedded.	On hold until September 2014
9	BHRUT Service Reconfiguration	John/Terry	On hold for the reason above	On Hold until September 2014
10	Alcohol and Drug recovery	Terry/Joan	Visit planned to the team 1 April 2014	Ongoing
11	Enter and View to maternity	Debbie	Visit to take place in the near future	Ongoing
12	Enter and View to elderly wards at BHRUT	Debbie	To be examined in June, reasons to be given to	Ongoing

			HH Board before	
13	Phlebotomy	<b>Joan</b>	Joan to contact CCG asking why only one person on duty	<b>Ongoing</b>
14	Westland Avenue Clinic	<b>Terry</b>	Terry had enquired if the NHS had contacts there. It was decided that this is not a line of enquiry for HH	<b>Closed</b>