

The end of year feedback includes a comment on the deterioration of waiting times in outpatient clinics both in cardiology and cardiac surgery.

#### **1994-95**

The UBHT had created a single directorate of cardiac services which included adult cardiology, the coronary care unit, cardiac surgery and children's cardiac surgery by 1994-95.

The 1994-95 report from the cardiac services directorate mentions the contribution which departments within UBHT had made to the audit on the use of thrombolysis in acute myocardial infarction [A33294]. This was in fact well known to Bristol and District Health Authority as we had led the design and implementation of the audit which was conducted on a pan Bristol and District basis. The report also describes work in progress on audit across the nursing teams in the newly established directorate and appends the nursing standards specific to Ward 5 (which includes some standards relating to the care of children) [A33297].

The children's directorate reports for 1994-95 continued to focus on reporting of performance against quantitative, Patient's Charter monitoring. As sampling was across all departments and all consultants, it is difficult to distinguish from summary reports, that which related to children's cardiology.

#### **1995-96**

The feedback from Bristol and District Health Authority on the monitoring returns for the first half of 1995-96 notes that the cardiac services directorate was working on improving its communication with GPs. The Regional Review of Cardiac Surgery Services published on 17 December 1992 [A00247-A00256] had mentioned what it described as "anecdotal" comments from GPs in Exeter and Gloucestershire about duplication of tests done locally and poor communication. Aspects of communication with GPs such as timeliness of discharge summaries and letters sent after outpatient consultations had been included in service agreements between UBHT and the Health Authority since 1991-92. Monitoring returns had been submitted throughout the period and action was apparently taken to improve poor performance.

The end of year feedback report for 1995-96 notes that the cardiac services directorate had not submitted a report. The Health Authority had however received the UBHT's annual clinical audit report which included a detailed section on clinical audit within cardiac services.

#### **3.1.11 Complaints Returns received from UBHT as part of Contract Monitoring**

At its July 1991 meeting, Bristol and Weston Health Authority approved a complaints policy [B27006] which specifically referred to "the purchase of healthcare services for Bristol and Weston residents". It distinguished between those complaints to be handled by the Purchaser and by Providers, and required that six-monthly reports should be made to the Contracts, Quality and Monitoring Committee. There was a brief paper from myself to the November 1991 Bristol and District Health Authority meeting entitled "Update on Complaints" [B28143] which explained how complaints