

Temporary Relocation of Services from Carter Bequest Primary Care Hospital
Communication Action Plan
December 2009

Formal Boards and Committees

Date	Purpose	Audience	Activity	Location	Lead	Progress / Completion
W/C 21 December 2009	Informing	Middlesbrough & Redcar & Cleveland OSCs	Briefing sent informing of temporary relocation	N/A	JD / SM	
W/C 21 December 2009	Informing	Middlesbrough & Redcar & Cleveland LINKs	Briefing sent informing of temporary relocation	N/A	JD / SM	

Patients, Carers, the Public and Other Stakeholders

Date	Purpose	Audience	Activity	Location	Lead	Progress / Completion
W/C 21 December 2009	Informing	Patients & Families	Information displayed at CBPCH advising of temporary relocation	CBPCH	PT / JG	
W/C 21 December 2009	Informing	Patients & Families	Letter to patients of Oxford Ward & Cambridge Ward	CBPCH	PT / JG	
W/C 21 December 2009	Informing	Cambridge Medical Group	Briefing sent to Practice	CBPCH	PT / JG / JD	
W/C 21 December 2009	Informing	Speech & Language	Briefing sent to Service	CBPCH	PT / JG / JD	

W/C 21 December 2009	Informing	Paediatric Physiotherapy	Briefing to be sent to Service	CBPCH	PT / JG / JD	
W/C 21 December 2009	Informing	Stroke Association	Briefing sent to Service	CBPCH	PT / JG / JD	
W/C 21 December 2009	Informing	Key local stakeholders: <ul style="list-style-type: none"> • CLDC / CLMC / CLOP / CLPC • Local Authority Adult & Children's Services • Local MP • Local Ward Councillors • Local Strategic Partnership • MVDA • Community Services Reference Group 	Letter sent informing of temporary relocation	N/A	JD	
W/C 21 December 2009	Informing	Patients, Carers, Public	Press release to local media contacts	N/A	PT / JG / JD / TAG	
W/C 21 December 2009	Informing	Patients, Carers, Public	Information on NHS Middlesbrough & NHS Redcar and Cleveland website www.middlesbrough.nhs.uk www.redcarandcleveland.nhs.uk	N/A	SM / LC	
W/C 21 December 2009	Informing	Patients, Carers, Public	Information on MRCCS website www.mrccs.nhs.uk	N/A	IT / JD	
W/C 21 December 2009	Informing	Teesside Hospice	Letter to advise of works – no impact on their patients	CBPCH	PT/JD	
W/C 21 December 2009	Informing	Community Matrons	Letter to advise of works	N/A	JD	
W/C 21 December 2009	Informing	District Nursing	Letter to advise of works	N/A	JD	

Staff

Date	Purpose	Audience	Activity	Location	Lead	Progress / Completion
Ongoing	Informing	Staff affected by move: <ul style="list-style-type: none">• Administration• Clinical• Housekeeping• Portering	Updates at staff meetings	Various	JG	Staff consultation held on 07 December 2009
W/C 21 December 2009	Informing	MRCCS staff	Information on MRCCS intranet	N/A	IT / JD	
W/C 21 December 2009	Informing	MRCCS Staff	Information in Staff Newsletter <i>Endeavour</i>	N/A	NE	
W/C 21 December 2009	Informing	NHS Middlesbrough & NHS Redcar and Cleveland Staff	Information in Staff Newsletter <i>Up2Speed</i>	N/A	NE	
W/C 21 December 2009	Informing	Independent Contractors & Staff	Information in <i>Contractors' Chronicle</i>	N/A	NE	

Service Providers and Others

Date	Purpose	Audience	Activity	Location	Lead	Progress / Completion
Ongoing November / December 2009	Informing / Negotiation	JCUH	Update and negotiations: <ul style="list-style-type: none">• Medical Records• Wards• Pharmacy• Pathological Laboratories• Discharge Teams• Information Technology Department : ICE Database	CBPCH	JG	

Ongoing November / December 2009	Informing / Negotiation	Hotel Services	Update and negotiations on transfer of service and staff	CBPCH / SPCH	JD	
Ongoing November / December 2009	Informing / Negotiation	Ambulance Services – North East Ambulance Service	Update and negotiations on transfer of service and staff	CBPCH / SPCH	JG	
Ongoing November / December 2009	Informing	Cleveland Fire Brigade	Update of scheme and timelines	CBPCH / SPCH	JD	
Ongoing November / December 2009	Informing / Negotiation	TEWV	Update and negotiations: <ul style="list-style-type: none"> • Finance • Estates • Gardening • Courier Service 	CBPCH / SPCH	JD	
Ongoing November / December 2009	Informing	Nursing Agencies	Update and negotiation	CBPCH / SPCH	JG	
Ongoing November / December 2009	Informing / Negotiation	BOC Gases	Update and negotiations regarding oxygen service / supplies	CBPCH / SPCH	SG	
Ongoing November / December 2009	Informing / Negotiation	Coroner's Office	Update and negotiations on transfer of service	CBPCH / SPCH	SG	
Ongoing November / December 2009	Informing	Chaplaincy	Update	CBPCH / SPCH	SG	
Ongoing November / December 2009	Informing / Negotiation	Funeral Directors	Update and negotiations	CBPCH / SPCH	SG	
Ongoing November /	Informing / Negotiation	Service providers: <ul style="list-style-type: none"> • Water Coolers 	Update and negotiations	CBPCH / SPCH	SG	

December 2009		<ul style="list-style-type: none"> • Window Cleaners • Security Shredding • Waste Collection • Domestic Waste • Royal Mail • Pest Control & Decontamination • Virgin Media • Taxis • Cardea • Smart Office Systems 				
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Key

CBPCH	Carter Bequest Primary Care Hospital, Middlesbrough
CH	Carol Hazlewood, Administrator, Carter Bequest Primary Care Hospital
HS	Helen Shippey, Clinical Staff, Carter Bequest Primary Care Hospital
IT	IT Department MRCCS
JCUH	James Cook University Hospital
JD	Jo Dea, Operational Facilities Manager, MRCCS
JG	Jayne Gazi, Clinical Matron, Carter Bequest Primary Care Hospital
LC	Lindsay Cooke, E-Engagement Coordinator, NHS Middlesbrough and NHS Redcar and Cleveland
MRCCS	Middlesbrough, Redcar and Cleveland Community Services
PS	Phil Sandford, Media Relations Manager, NHS Middlesbrough and NHS Redcar and Cleveland
PT	Paul Thurland, Assistant Director, MRCCS
SG	Sue Gray, Administrator, Carter Bequest Primary Care Hospital
SM	Sarah Marsay, Communication and Engagement Manager, NHS Middlesbrough and NHS Redcar and Cleveland
SPCH	Stead Primary Care Hospital, Redcar
TAG	Terry-Anne Golko, Public Affairs and Public Relations Manager (Interim), NHS Middlesbrough and NHS Redcar and Cleveland
TEWV	Tees, Esk and Wear Valleys NHS Foundation Trust