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ALTNAGELVIN HOSPITALS HEALTH AND SOCIAL SERVICES TRUST

ALTNAGELVIN AREA HOSPITAL

MEMORANDUM

TO: Clinical Directors Clinical Services Managers
Consultants Ward Managers
Heads of Departments

FROM: Mrs M Dunne

DATE: 9 September 1998

SUBJECT: Staff 'Hotline'

As part of the hospital's efforts to improve communications, a Staff 'Hotline' is being piloted in my office in Trust Headquarters.

The 'Hotline' is essentially an answerphone on which staff can leave any message they wish, be it a query, a suggestion, or to express any concerns they might have, either anonymously or otherwise if they want a personal reply. Queries, etc., which you would normally channel through your Line Manager, to Personnel, to Salaries, etc. should still go through those channels but if for any reason you feel these channels are not appropriate, then you can use the 'Hotline'.

The 'Hotline' will be checked every day (Monday - Friday) and all messages will be responded to as quickly as possible, either directly, if a name has been left, or via other means of communication within the Trust (eg. Team Briefing, Infusion, staff notices, bulletins, memos, etc., as appropriate).

The Trust is sometimes criticised for being over-reliant on top-down communication with little being passed back up so this is an opportunity for staff to redress that balance. Summaries of all messages received will be passed to the Hospital Executive each month so that senior management are aware of the issues about which staff are concerned or need more information.

The Staff Hotline number is [REDACTED] and it is available now. A review of the 'Hotline' will take place in approximately 3 months time to assess it's usefulness and to decide whether or not it should become a permanent staff communication feature.

S M DUNNE (Mrs)

cc Communications Steering Group
 Hospital Executive

STAFF 'HOTLINE'

Staff are reminded that a staff 'hotline' is now available in Mrs Dunne's office in Trust Headquarters. The 'hotline' is an answerphone on which staff can leave any message they wish, be it a query, a suggestion, or to express any concerns they might have either anonymously, or otherwise, if they want a personal reply. The 'hotline' provides an opportunity for staff to communicate to senior management the types of issues about which they are concerned or need more information. All messages will be responded to as quickly as possible, either directly if a name has been left, or via other means of communication within the Trust. The staff 'hotline' number is [REDACTED] and it is available now.