

13.	07/07 COCH/109/006/000036	09:45	Lauren Cain	Log to be created of staff questions by Comms team. Questions to be emailed to countess.communications@ I&S	Completed
14.	07/07	09:45	Kathryn De Beger	Occupational Health are available to staff if required. Kathryn De Beger is direct contact.	Completed
15.	07/07	10:30		End of Neonatal Team briefing	
16.	07/07	11:30	Joan McLean	Sue Hodgkinson requested Joan McLean invite Ravi Jayaram and Steve Brearey to the lunchtime briefing.	To check Joan McLean spoke with secretary in Paediatrics and was advised they were both in clinic and unavailable for the 12:30 meeting. Steve Brearey attended 15:00 meeting with Ian Harvey etc.
17.	07/07	13:17		Lunchtime Briefing – Boardroom	
18.	07/07	13:17	IM&T	Helpline Active – number to be circulated when required	Confirmation of number 01 I&S I&S Completed.
19.	07/07	13:17	Ian Bett / Lesley Brown	Ian Bett advised Lesley Brown creating rota for helpline cover from the Senior Management Team.	Completed.
20.	07/07	13:17	Gill Galt	Wirral Communications team made aware of on-going process by Gill Galt	Completed (See Comms Stakeholder list)
21.	07/07	13:17	Ian Harvey	To meet with Paediatric Team at 15:00 7 th July 2016.	Completed
22.	07/07	13:17	Sandra Faulkner	Further PC required. Paediatric support required for deep dive.	Completed
23.	07/07	13:17	Sian Williams	Suggested Sarah Balogh to join analysis team. Sian Williams sent email to join data team.	Sarah joined team.
24.	07/07	13:17	Robert Cheetham	Robert Cheetham detailed the parameters of data searches being performed and requested Ian Ornsby to join the data team.	Ian Ornsby arrived and joined team.
25.	07/07	13:17	Gill Galt	Spoken to all Comms lead in the area and provided a statement for circulation to partners.	Completed (See Comms Stakeholder list)
26.	07/07	13:17		CCG briefing GP's directly.	To check
27.	07/07	13:17	Gill Galt	Media to be briefed at 2 pm. Chester Chronicle.	Completed (See Comms stakeholder list)
28.	07/07	13:17		On call manager to be advised of step change in Neo-natal pathway	Completed
29.	07/07	13:17	Gill Galt	External website to carry update from Tony Chambers with regards to the situation.	Completed
30.	07/07	13:17	Sue Hodgkinson	Switchboard to be advised to refer all enquiries to website information or Bereavement Service or their Obstetrician, dependent on query.	Completed
31.	07/07	13:17	Joan McLean	Joan McLean asked to advise whether automated message could be added to our telephone system.	Ged Keller advised this could not be done on our system
32.	07/07	13:17	Sian Williams	To ring bereaved families.	To check on status. SW to provide email update.

33.	07/07 COCH/109/006/000037	13:17	Joan McLean	Future briefings to include Matrons and Joe Downie.	Joan McLean – advised Joe Downie and Matrons.
34.	07/07	13:17	Gill Galt	Indicated a Milk Bank Film being aired by Granada. Gill will let Granada know of on-going situation.	Completed
35.	07/07	13:17	Dee Appleton-Cairns	Confirmed review of personal files completed. Joe O'Grady stepping down.	Completed SH received overview for log. To be added to log.
36.	07/07	13:45		Lunchtime briefing completed	
37.	07/07	15:00		Consultant Meeting: Ian Harvey Steve Brearey Doctor ZA Suzy Holt	In attendance
38.	07/07	15:30		Consultant Meeting concluded	
39.	07/07	16:30		End of Day Briefing – Boardroom	
40.	07/07	16:30	Gill Galt	Calls from anxious members of the public are expected, there may be some out of hour's enquiries, and the on call team need support / guidance on these. GG will have a separate conversation with the on call team following this meeting	Completed
41.	07/07	16:30	John Gibb	The team have only got 69 cases left to review, and will do a further deep dive on 24 cases. We have done a high level review, and now require paed consultants to go into these further.	To check
42.	07/07	16:30	Gill Galt	Most information has been shared by verbal cascade. This has also been shared with stakeholders, both local and regional, and posted on our website. We have briefed local reporters at the Chronicle. Now information is available to staff, it may be referenced on social media; we are monitoring this. We feel we cannot say any more than already in the statement, but if something starts playing out on social media we will have some handling lines to deal with this, approaches for on call managers. After this meeting, a communication will go out to all staff.	Completed (refer to Stakeholder Comms action plan)
43.	07/07	16:30	Alison Kelly	Tomorrow we will have the normal access meeting and draw up an action plan, with briefing for over the weekend.	Completed
44.	07/07	16:30	Dee Appleton-Cairns	We have been looking at data, gone through every personal file for everyone on the unit. As expected,	Completed

			COCH/109/006/000038	we have not really found anything. We are working with the data analysis team to correlate whether there are any patterns with shifts, on call etc.	
45.	07/07	16:30		Meeting closed 17:05	
46.	08/07	09:00		Opening / Morning Briefing	
47.				<p>Stephen Cross Sue Hodkinosn Alison Kelly Tony Chambers Sir Duncan Nichol Ann-Marie Lawrence Carmel Healey Chris Green Claire Raggett Debbie Cleverley Debbie O'Neill Emma-Jayne Punter Gill Galt Ian Bett Ian Harvey Joan McLean Joe Downie John Gibbs Julie Fogarty June Henderson Karen Townsend Mary Crocombe Rob Cheetham Ruth Millward Sandra Faulkner Suzy Holt Sarah Balogh Sian Williams</p>	<p>In attendance.</p> <p>Context of meeting included:</p> <ul style="list-style-type: none"> - Data validation update - Operational consequences of decision to down grade admission arrangements for Neonatal Unit <p>No specific actions recorded as only short situational update.</p>
48.	08/07	09:10		Meeting closed	
49.	08/07	10:00	Sue Hodkinson / Chris Green / Sandra Faulkner / Joan McLean	Meeting to record actions as detailed below at 10:00	
50.	08/07	10:00	Sue Hodkinson	<p>To speak with Lesley Brown to create template to log Helpline calls to include:</p> <ul style="list-style-type: none"> • Time of call • Details of person calling • Record questions asked • Response given to questions • Callback details • Miscellaneous not covered above 	Completed
51.	08/07	10:00	Joan McLean / Sandra Faulkner	Review and provide update on yesterday's actions.	Completed

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77.	08/07	12:30	Gill Galt	Confirmed a press release has been sent to Chronicle. Nothing identified on Facebook.	Completed (see stakeholder comms list)
78.	08/07	12:30	Gill Galt	Handling lines / questions for expectant mothers need to be clarified.	Completed – see handling lines document
79.	08/07	12:30	Stephen Cross	Has been in touch with the Deputy Coroner and CoCH Fundraising re the Babygrow Appeal, also Pat Daniels has been briefed with regard to Chester Childbirth Appeal.	Completed
80.	08/07	12:30	Sue Hodgkinson	Requested that details of all persons spoken to and when should be compiled.	Process for this to be clarified – updated into stakeholder comms list.
81.	08/07	12:55	Concluded	Next briefing to take place at 16:30.	
82.	08/07	15:08	Mary Crocombe	Update following admin cover: Contacted Claire Pleavin, IM&T and Helpline lines are now open and live. Ext. I&S and I&S. Option for 3 rd phone to be made live on this Helpline number.	Completed
83.	08/07	15:53	Sandra Faulkner	Sue Hodgkinson requested, in relation to external review taking place on 18 th / 19 th August 2016, a room booking for Conf. A or B required.	When Royal College attend (2/3 people) provide a location for them to based. Sandra Faulkner has provided a location in Conf. B Longhouse – 18 th / 19 th August 2016 – all day Note – on 11 th July 2016 at 13:20 Ian Harvey indicated that Conf. A in Longhouse would also be required. To check
84.	08/07	16:20	Gill Galt	To supply list of comms sent out and copies of information for folder.	Included in stakeholder comms list
85.	08/07	16:20	Gill Galt	External Stakeholder list – who contacted and when.	Sue Hodgkinson has Stakeholder list. Add columns who / when contacted / how.
86.	08/07	16:24	Claire Raggett	Claire Raggett – Childbirth Trust, Governors – combined Stakeholder list	Sue Hodgkinson to add into stakeholder comms list
87.	08/07	16:24	Claire Raggett	Admin Exec lead in Comms Control Room review outstanding action and process for update / completion.	Part-completed
88.	11/07	08:30		Opening On-Call Meeting – 11th July 2016	
89.	11/07	08:30	Claire Raggett	It was agreed the plan used over the weekend would be included in the Major Incident Plans for the Trust.	To check
90.	11/07	08:45		Meeting closed 08:45	
91.	11/07	09:00		Weekend Review / Update Meeting – 11th July 2016	

92.	11/07	09:00	Claire Raggett	Requested details of the plan for this issue should be incorporated into the Trust Major Incident plan (Note: Keith Preston to be consulted / advised.)	To check
93.	11/07	09:00	Ruth Millward / Alison Kelly /	Ruth Millward / Alison Kelly to pull final details together into a report for review.	To check
94.	11/07	09:00	Ian Bett	Stand down rota for Helpline	Completed
95.	11/07	09:07		Meeting Closed	
96.	11/07	09:10		Data Team Meeting Alison Kelly, Robert Cheetham, John Gibb, Ann Martyn, Sarah Balogh, Sian Williams, Ruth Millward, Ann-Marie Lawrence, Clare Edwards	In attendance
97.	11/07	09:10	Robert Cheetham	Complete and finalise data analysis and develop slide pack.	Completed by close of stay 11 th July 2016
98.	11/07	09:10	Sarah Balogh (liaising with Jackie Hughes remotely)	Finalise staffing level analysis.	Completed by close of stay 11 th June 2016
99.	11/07	09:10	John Gibb / Ann Martyn	Continue clinical case review on identified cases.	As of 13:25 - 7 completed / 8 remaining
100.	11/07	09:10	John Gibb / Ann Martyn	Cases where concerns have been identified to be shared with Sian Williams.	To check
101.	11/07	09:10	Sian Williams / Julie Fogarty	Staffing matrix analysis to be continued and completed against each case.	Completed
102.	11/07	09:10	Clare Edwards	Clinical visit to NNU to offer support.	To check
103.	11/07	09:10	Emma Jayne Punter	Completion of actions from Friday (as per action plan).	To check
104.	11/07	09:10	Ruth Millward	All documentation to be sent to shared drive to be input to master spreadsheet. All parties involved to ensure spreadsheet is fully updated.	To check
105.	11/07	09:10	Ruth Millward	Notes written by John Gibb / Ann Martyn in respect of clinical cases to be typed into spreadsheet.	To check
106.	11/07	09:40		Meeting concluded	
107.			Joan McLean	Sue Hodgkinson requested Joan McLean send Handling Lines details, as per provided on Friday 8 th July 2016, to Trust SMT today (11 th July 2016).	Completed
108.	11/07	13:10		Mid-day Progress Update Meeting – 11th July 2016	
109.	11/07	13:10	Claire Raggett	<ul style="list-style-type: none"> “Lessons Learned” to discuss details gathered by Chris Green as per previous meeting actions. Formal debrief with regard to Neonatal. 	

110.	11/07	13:10	Gill Galt	Will speak with Ravi Jayaram in relation to his "media persona" to offer support in case of any queries.	
111.	11/07	13:10	Ruth Millward / Sian Williams	AK confirmed that the Data Team will continue with their work. Ruth Millward / Sian Williams will review whether more resource is required.	
112.	11/07	13:10	Gill Galt	To include a short update on the present situation in the Weekly Brief to staff.	
113.	11/07	13:20		Meeting concluded	
114.	11/07	13:30	Gill Galt	To arrange a refresher Media Training session for Alison Kelly, Ian Harvey and Tony Chambers.	
115.	11/07	13:40	Ruth Millward	Completing report for review in Exec Director Group on morning of 13 th July 2016.	Joan McLean emailed Ruth to advised report required for morning of 13 th July 2016.