

Dear Sir/Madam

This is a follow up response relating to organisation international comfort rounding.

Please find our response below:

“All of our ward managers are supernumerary and so they ensure the nurses incorporate being proactive and work to anticipate patient needs into their everyday working. The ward managers are role models, engaging in active dialogue with patients to find out any particular needs or concerns they have which dovetails into managing complaints at a local level.

We chose not to introduce comfort rounding documentation but to support nurses in the principles of engaging and communicating with all patients frequently throughout the shift by having supernumerary ward managers.”

If you have any queries about this response please contact the information governance manager at foi@homerton.nhs.uk , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email www.informationcommissioner.gov.uk to take them further.

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Yours sincerely

Mike Dunne
Information Governance Manager/Deputy Calidcott Guardian