



Explaining the investigation into Southern Health NHS Foundation Trust

February 2021



Stage 2 Investigation into Southern Health NHS Foundation Trust



In February 2020, NHS Improvement published an independent **report** about some of the work of Southern Health NHS Foundation Trust.

The independent report said that another investigation should find out more about how the Trust had learned from previous reports.



This next investigation will be chaired by an independent Chair and Panel.



The independent Panel would like to hear from Southern Health service users to help the investigation.

The Chair will publish a report after the investigation.



Topics for the investigation hearings



The independent Panel will focus on 6 different areas:

Asking whether a new process is needed to investigate complaints when they happen.



Looking at how complaints are responded to.



Asking how staff at the Trust communicate with families.

4



Looking at how well action plans that have been made to improve care are working.

Finding out how West Hampshire Clinical Commissioning Group is checking these improvements.



5

6



Asking about how the Trust has improved and whether more improvements are needed.

What the Independent Panel will do



The Panel will look at the way the Trust works in these 6 areas. They will make recommendations for changes if they are needed.

The Panel would like to hear from service users who have experience of Southern Health and these policies.



The Panel will **not** look into any personal cases or facts arising from your reply.

Next steps for providing information



Contact Alice Scott, Panel Secretary by sending an email to: a.scott@pumpcourtchambers.com by 10am on Thursday 11 February 2021.

You will then be asked to sign a consent form and to send a short statement (500 words at the most).



If the Panel need more information the Panel Secretary will contact you by Friday 12 February 2021.



You must send any extra information the Panel asks for **by 4pm on Monday 22 February 2021.**

Panel hearings



The Panel may invite to you speak in front of the Panel. If so, they will tell you on **Friday 26 February 2021**. You may be able to bring someone with you if you come to speak with the Panel.

The hearings are likely to take place in public online between Thursday 4 March and Friday 16 April 2021.



If you have any questions, please email Alice Scott, Panel Secretary: a.scott@pumpcourtchambers.com

Data Privacy Notice

Our **data privacy notice** and the **Terms of Reference** for the hearings explain how we will use and store your data, in accordance with data protection law. You can also ask for this information from the Panel Secretary.