This research has highlighted issues and problems that require immediate attention by GOSH.

Issues:

A formal process is not being followed at all times by all employees.

This omission could have serious consequences for GOSH and its patients.

Are there similar omissions across **ALL** formal GOSH processes?

Problems:

Is the formal process right?

Do GOSH staff have access to the formal process documentation?

Have GOSH staff been trained in relevant formal processes?

Are systems of work in place to continually improve formal processes?

Are systems in place to monitor the application of formal processes?

Is the PC infrastructure robust enough for critical processes?

Are temporary staff included?