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27th November 2003

Mr R Redmile-Gordon
Russ Hill Farm
Russ Hill
Charlwood
Surrey
RH6 OEL

Dear Mr Redmile-Gordon

Further to my letter of 29th October 2003 I am writing to let you know I have now received a response to the concerns that you raised in your letter to me.

This matter has been investigated by Ashley Flores, Infection Control Nurse Specialist and I will outline her comments in this letter.

Ms Flores explains that the compliance to infection control practice is an ongoing problem for all Infection Control Teams throughout the country. Understaffing, with heavy reliance on agency nurses and under resourcing of Infection Control Teams add to this problem.

The Infection Control Nurses are working to improve compliance to infection control practice through education and communication. Staff attend at least one infection control education session per year. We also organise regular hand hygiene awareness days and we hold an Infection Control Study Day annually.

One very useful method of communication between the team and nursing staff on the wards are the bi-monthly link nurse meetings. These are held on the Crawley and East Surrey Hospital sites and are attended by a qualified nurse representing each ward.

Hand Hygiene

It is hospital policy that health care staff should decontaminate their hands before and after taking blood, after removal of protective clothing, and after they have blown their nose. In certain circumstances, alcohol gel can be used to decontaminate hands, but it can only be used on visibly clean hands. Alcohol gel is available in every bay and outside every side room in the Trust.

Glove Use

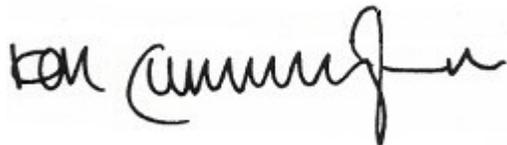
Glove Use

It is hospital policy that protective clothing, such as gloves, be worn for any procedure that carries the risk of contact with blood or other body fluids. Therefore, it is not necessary that gloves are worn for every patient contact. The Infection Control Team advise that gloves are worn for venepuncture, because there is a risk of contact with blood. Compliance can be a problem because some staff feel that glove use affects their manual dexterity.

I do hope that the above information is helpful to you but if you have any further queries please do not hesitate to contact the Infection Control Nurses on 01737 768511 ext 6481 and they will be more than happy to answer any of your questions.

Thank you for writing to me with your concerns.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ken Cunningham', written in a cursive style.

Ken Cunningham

Chief Executive