

23 February 2010

There has been media attention on national radio and in the local Hawke's Bay Today and its community newspaper subsidiaries. PSEC has been able to get across some good messages:

- We welcome the audit as it will be fact based and will answer the innuendo and unsubstantiated comments in the media.
- Cranford Hospice has nothing to hide
- The complaint was made by a former staff member who has not worked in Cranford Hospice for 10 years.
- The call for people to stop donating to Cranford is destructive and irresponsible
- There is a deliberate campaign to undermine public confidence in Cranford Hospice and PSEC by some people who do not agree with changes at Cranford Hospice over the past few years.
- These changes have been made for the benefit of patients and families.

Letters and texts to the HB Today in the last week have been supportive of Cranford Hospice. There have also been a number of volunteers, families, patients and church representatives etc who have contacted us to give support. The issues raised by the complainant are currently being audited by the DHB's auditors Technical Advisory Services (TAS). The terms of reference for the audit are quite broad looking at clinical practice as well as organisational systems and processes including change management. The key being the link between management processes and any impact on clinical care.

Barry Keane, Director of Cranford Hospice says "We welcome the investigation and will participate fully as we have nothing to hide", adding "the auditors are very experienced. I feel very confident that the audit will be fair, robust and reasonable and remain confident that it will demonstrate both the appropriateness of the current vision for Cranford Hospice and the high quality of care currently provided by the Hospice Clinical Team." I am also sure that the audit will identify some areas in which we can make improvements and we, as always are open to that."