

**Enclosure 2**

**Report to Trust Board- 31<sup>st</sup> May 2012**

Title	Quality Report
Sponsoring Executive Director	Director of Quality and Safety/ Chief Nurse
Author(s)	Associate Director of Quality and Patient experience
Purpose	To share the range of patient experience feedback processes now in place across the Trust and share the outcomes emerging from these
Previously considered by	PEIP and Quality and Safety Committee

**Executive summary**

This Quality report provides the Trust Board with an opportunity to review the systems and processes which have been established in order to gain a range of patient experience feedback.

The Quality and Safety Committee have noted the range of developed systems and processes internally and used their clinical ward and Department reviews to triangulate patient feedback. They have noted particularly the development of a Patient experience and involvement panel to work with the Trust on its Quality improvement programme.

The panel consists of statutory patient representatives and members of local patient groups and carers. They have developed their terms of reference to have a proactive work and review programme, which will actively support the Quality improvements which the Board has outlined in its Quality improvement Strategy.

The report outlines the range of methodologies and findings from some of the external and internal processes and outlines the process for regular review and reporting, so that the Trust Board can be assured that the trends and themes emerging from these sources can be acted on in a timely manner to ensure improvements are made across every patients experience.

Related SATH objectives	SATH Sub-objectives
C1-6	
Risk and assurance issues	Assurance gained on range of methods and feedback
Equality and diversity issues	Systems and processes will establish a range of feedback for all users of the services
Legal and regulatory issues	Meets regulatory requirements to work with both staff and patients to make ongoing improvements in care

**Action required by the Trust Board**

The Trust Board is asked to **DISCUSS** the report and the systems and processes developed over the last year which provides a baseline for Quality improvements and assurance as the Trust Board moves forward on its improvement programme.