

THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST

Trust Board 27th October 2011

Patient Experience Report

Executive Lead	Vicky Morris: Director of Quality and Safety/Chief Nurse
Author	Samantha Hunter, Interim Patient Services Manager
Corporate Objective	<p>C1. Ensure that we learn from mistakes and embrace what works well C2. Design care around patient needs C3. Provide the right care, right time, right place, right professional C4. Deliver services that offer safe, evidence-based practice C5. Meet regulatory requirements and healthcare standards C6. Ensure our patients suffer no avoidable harm</p> <p>D7. Build service and redesign capacity and capability</p>
Goal	<p>Quality and Safety: We will always provide the right care for our patients and ensure that they suffer no harm</p> <p>Learning and Growth: We will develop our internal processes to sustain our ability to change and improve</p>
Executive Summary	<p>The following report aims to inform the Trust Board of current trends and activities associated with patient experience. This includes presenting data from complaints, PALS (Patient Advice and Liaison Service) contacts, real time 'patient experience' surveys and 'privacy and dignity' surveys.</p> <p>The emerging themes include issues with delays in all aspects of delivering care, monitoring and reviews, communication and discharge arrangements.</p> <p>The report covers the period April to September 2011 and with the move to the Centre Structure at the beginning of October 2011 a hand over to the Centres will need to be implemented and managed.</p>
Recommendations	The Trust Board are asked to NOTE the report.