

**EXECUTIVE SUMMARY**  
**REPORT TO THE COUNCIL OF GOVERNORS**  
**HELD ON 11 FEBRUARY 2014**

<b>Subject</b>	The Government Response to the Mid Staffordshire NHS Foundation Trust Public Inquiry – <i>Hard Truths: The Journey to Putting Patients First</i> .
<b>Supporting TEG Members</b>	Dr David Throssell, Medical Director Professor Hilary Chapman, Chief Nurse
<b>Author</b>	Sandi Carman, Head of Patient and Healthcare Governance
<b>Status<sup>1</sup></b>	Note

### PURPOSE OF THE REPORT

To provide a brief overview of the *Hard Truths: The Journey to Putting Patients First* report and outline the proposed Trust response to the publication.

### KEY POINTS

[\*Hard Truths: The Journey to Putting Patients First\*](#) (November 2013) publication builds on the government's initial response: [\*Patients First and Foremost\*](#), which was published in March 2013. The publication explains the changes that have been put in place since the initial response, and sets out how the whole health and care system will prioritise and build on this.

The Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry, published in February 2013, called for a 'fundamental culture change' across the health and social care system to put patients first at all times. Robert Francis QC, the Inquiry Chair, called for action across six core themes: culture, compassionate care, leadership, standards, information, and openness, transparency and candour.

The Government's initial response, *Patients First and Foremost*, set out a radical plan to prioritise care, improve transparency and ensure that where poor care is detected, there is clear action and clear accountability. The subsequent *Hard Truths* report and its accompanying volume build on this to provide a detailed response to the 290 recommendations the Inquiry made across every level of the system. The report also responds to six independent reviews which the Government commissioned to consider some of the key issues identified by the Inquiry:

- Review into the Quality of Care and Treatment provided by 14 Hospital Trusts in England, led by Professor Sir Bruce Keogh, the NHS Medical Director in NHS England.
- The Cavendish Review: An Independent Review into Healthcare Assistants and Support Workers in the NHS and Social Care Settings, by Camilla Cavendish.
- A Promise to Learn – A Commitment to Act: Improving the Safety of Patients in England, by Professor Don Berwick.
- A Review of the NHS Hospitals Complaints System: Putting Patients Back in the Picture by Rt Hon Ann Clwyd MP and Professor Tricia Hart.
- Challenging Bureaucracy, led by the NHS Confederation.
- The report by the Children and Young People's Health Outcomes Forum, co-chaired by Professor Ian Lewis and Christine Lenehan.

Since the Inquiry reported, the Government has already instigated a number of significant changes which will improve inspection, increase transparency, put a clear emphasis on compassion, standards and safety, increase accountability for failure, and build capability. For example, the new CQC Strategy and inspection regime.

For each of the Chapters and the associated reports included within the Appendix, key statements have been reviewed and consulted on widely and subsequently allocated to the following categories:

- New action**            The Trust is required to establish a new work stream to address
- Due regard**            Existing work stream in place – project leads will be requested to take due regard of the contents and recommendations within the Mid-Staffordshire and associated Reports and ensure these aspects are included within the improvement work.
- Watching brief**        Executive leads to monitor national developments through professional networks and NHS England communications and incorporate actions into the overall plan as required.

There are a number of areas which will require new action, these matters will be incorporated into the Trust’s Final Response Plan. Using an iterative approach it is proposed that summary documents are developed to provide a framework for wider communications and discussions with internal and external partners, such as Healthwatch.

This work will be undertaken in alignment with the Trust’s corporate strategy Making a Difference and delivered against the five key objectives:

- Deliver the best clinical outcomes
- Provide patient centred services
- Employ caring and cared for staff
- Spend public money wisely
- Deliver excellent research, education and innovation.

It is anticipated that this first phase of work will be completed by the end of March 2014.

## IMPLICATIONS

	<b>Aim of the STHFT Corporate Strategy 2012-2017</b>	<b>Tick as Appropriate</b>
1	Deliver the best clinical outcomes	✓
2	Provide Patient Centred Care	✓
3	Employ Caring and Cared for Staff	✓
4	Spend Public Money Wisely	
5	Deliver Excellent Research, Education & Innovation	

## RECOMMENDATIONS

The Council of Governors is asked to note the contents of this report.

## APPROVAL PROCESS

<b>Meeting</b>	<b>Presented</b>	<b>Approved</b>	<b>Date</b>
Council of Governors	Dr David Throssell		11 February 2014