

EXECUTIVE SUMMARY**REPORT TO THE HEALTHCARE GOVERNANCE COMMITTEE****HELD ON 21 MARCH 2011**

Subject	Patient Experience Report: October-December 2011
Supporting TEG Member	Professor Hilary Chapman, Chief Nurse / Chief Operation Officer
Author	Patient Partnership Department
Status¹	N

PURPOSE OF THE REPORT

To bring together information from a variety of sources to provide an overview of patient experience and actions being taken to improve services.

KEY POINTS

- This is the second quarterly Trust Patient Experience Report
- The report presents patient experience feedback from a wide range of sources, including national surveys, frequent feedback, website feedback and complaints
- A directorate breakdown is provided where patient experience performance information is available at directorate level
- A 'deep dive' report is presented on cardiology, following an increase in the number of complaints received
- An initial analysis of Trust PROMs scores has been undertaken and shows that overall STHFT scores are in line with scores nationally
- Patient survey information includes key highlights from the National Cancer Survey 2010 and action planning from the National Maternity Survey 2010
- Specific improvement projects presented include the Enhanced Recovery Project, the Enhancing the Healing Environment project and the new Customer Care Standards for reception desks

IMPLICATIONS²

Achieve Clinical Excellence	Action planning from feedback relating to clinical care
Be Patient Focused	Service improvement projects aiming to improve the patient experience
Engaged Staff	Staff involvement in action planning processes

LINKS WITH CQC ESSENTIAL STANDARDS OF QUALITY AND SAFETY:

Outcome	Respecting & involving people who use services (1) Assessing & monitoring the quality of service provision (16)
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RECOMMENDATIONS

The Healthcare Governance Committee (HGC) is asked to discuss and note the contents of the report and advise whether this is a suitable format for capturing and reporting on patient experience.

APPROVAL PROCESS

Meeting	Presented	Approved	Date
TEG			02 March 2011
HGC			21 March 2011