

EXECUTIVE SUMMARY**REPORT TO THE HEALTHCARE GOVERNANCE COMMITTEE****HELD ON 24 JUNE 2013**

Subject	Quarterly Patient Experience Report
Supporting TEG Member	Professor Hilary Chapman
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 between October and December 2013 and actions being taken to improve services.

KEY POINTS

- The report presents patient experience feedback from a wide range of sources, including surveys, frequent feedback, website feedback and complaints.
- The report summarises the information received from patients and service users through the Trusts comments and general feedback processes and how comments received have increased from this type of feedback in 2012/13.
- Progress made on implementing the Friends and Family Test; now in place on 64 wards across the Trust and in A&E.
- The implementation of the new Interlagos Advanced Publishing System will improve the quality of information available for patients.

IMPLICATIONS²

AIM OF THE STHFT CORPORATE STRATEGY 2012-2017		TICK AS APPROPRIATE
1	Deliver the Best Clinical Outcomes	
2	Provide Patient Centred Services	✓
3	Employ Caring and Cared for Staff	
4	Spend Public Money Wisely	
5	Deliver Excellent Research, Education & Innovation	

RECOMMENDATIONS

The Healthcare Governance Committee are asked to discuss and note the contents of the report.

APPROVAL PROCESS

Meeting	Date	Approved Y/N
TEG	19.06.13	
Healthcare Governance Committee	24.06.13	

¹ Status: A = Approval
A* = Approval & Requiring Board Approval
D = Debate
N = Note

² Against the five aims of the STHFT Corporate Strategy 2012-2017