

## SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST

**EXECUTIVE SUMMARY: REPORT TO COUNCIL OF GOVERNORS****HELD ON TUESDAY 30<sup>TH</sup> APRIL 2013**

|                              |   |
|------------------------------|---|
| <b>Subject</b>               | Patient Experience and Involvement Annual Report              |
| <b>Supporting TEG Member</b> | Professor Hilary Chapman, Chief Nurse/Chief Operating Officer |
| <b>Author</b>                | Mrs Sue Butler  |
| <b>Status<sup>1</sup></b>    | N   |

**PURPOSE OF THE REPORT**

To provide an overview of key achievements from the previous 12 months and key objectives for the coming 12 months.

**KEY POINTS**

Key achievements include:

- Successfully completing the ongoing programme of national and local patient surveys.
- Developing Patient Experience Reports at group, directorate and ward levels.
- Promoting excellence in customer care through targeted staff training programmes.
- Supporting environmental improvements including A Floor outpatients and Brearley 7.

Key objectives include:

- Implement the new Friends and Family Test by 1<sup>st</sup> April 2013
- Implement telephone interpreting in Community Services
- Implement the new Interlagos patient information management system

**IMPLICATIONS<sup>2</sup>**

| 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 |  |
|   | CQC Outcomes                                       | 1 – Respecting and involving people who use our services |

**RECOMMENDATIONS**

The Council of Governors are asked to note the contents of the report.

**APPROVAL PROCESS**

| Meeting | Date     | Approved Y/N |
|---------|----------|--------------|
| TEG     | 06.02.13 |              |
| HCGC    | 25.03.13 |              |

<sup>1</sup> Status: A = Approval  
A\* = Approval & Requiring Board Approval  
D = Debate  
N = Note

<sup>2</sup> Against the five aims of the STHFT Corporate Strategy 2012-2017