

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST

EXECUTIVE SUMMARY: REPORT TO THE HEALTHCARE GOVERNANCE COMMITTEE**HELD ON 25 MARCH 2013**

Subject	Patient Experience and Involvement Annual Report
Supporting TEG Member	Professor Hilary Chapman, Chief Nurse/Chief Operating Officer
Author	Mrs Sue Butler
Status¹	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 1st April 2013
- Implement telephone interpreting in Community Services
- Implement the new Interlagos patient information management system

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

RECOMMENDATIONS

The Committee are asked to note the contents of the report.

APPROVAL PROCESS

Meeting	Date	Approved Y/N
TEG	06.02.13	
HCGC	25.03.13	

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