

EXECUTIVE SUMMARY**REPORT TO THE GOVERNORS' COUNCIL****HELD ON 8TH MAY 2012**

Subject	Patient Experience Report: October - December 2011
Supporting TEG Member	Professor Hilary Chapman, Chief Nurse / Chief Operating 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

- The report presents patient experience feedback from a wide range of sources, including national surveys, frequent feedback, mystery shopping, website feedback and complaints.
- The report's themed feedback feature looks at waiting times and delays. It includes data on the Trust's performance against a number of key waiting time measures including 18 weeks referral to treatment targets, treatment times in Accident and Emergency and waiting times for cancer care.
- Examples of targeted actions taken to maintain and improve patient experience in Accident and Emergency and Renal Outpatients are described in detail.

IMPLICATIONS²

Achieve Clinical Excellence	Action planning from feedback relating to clinical care
Be Patient Focussed	Service improvement projects aiming to improve the patient experience
Engaged Staff	Staff involvement in action planning processes, and staff participation in staff engagement initiatives.
CQC Outcome	16 – Assessing and monitoring the quality of service provision

RECOMMENDATIONS

The Governors' Council is asked to discuss and note the contents of the report.

APPROVAL PROCESS

Meeting	Date	Approved Y/N
TEG	29/02/2012	
HCGC	26/03/2012	
Board of Directors	18/04/2012	
Governors Council	08/05/2012	

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

² Against the three pillars (aims) of the STH Corporate Strategy 2008-2012