

TRUST BOARD MEETING 28 January 2010

Title of the Paper:	2009-10 Quality Account Update Report		
Agenda item:	12/10		
Author:	Nick Evans, Director for Partnerships		
Trust Objective:	Objective – Improve the quality of care		
Key issues The paper summarises performance against the qualitative improvements in services which the board agreed as priorities for 2009-10: <ul style="list-style-type: none"> Further reductions in the numbers of patients who contract a MRSA bacteraemia To continue to deliver services with a lower SMR than would be expected To increase the proportion of patients who have a positive experience in re4spect of communication and privacy & dignity aspects of their care 			
Risk Implications for the Trust (<i>including any clinical and financial consequences</i>):		Mitigating Actions (<i>Controls</i>):	
<ul style="list-style-type: none"> Failure to achieve the targets set in the Quality Report will have a negative impact on the Trust's public image and performance assessments 		Establishment of executive level steering group and close monitoring of Trust performance	
Level of Assurance that can be given to the Trust Board from the report [significant, sufficient, limited, none]: Sufficient			
Links to Key Line of Enquiry (KLOE 1 - 5) N/A Legal Implications: None identified.			
Recommendations to the Trust Board: <ul style="list-style-type: none"> To note performance to date 			