

TRUST BOARD MEETING – 25 MARCH 2010

Title of the Paper:	Q3 October – December 2009, CLIP Summary Report
Agenda item:	(52/10)
Author:	Colin Johnston, Medical Director / Director of Patient Safety
Trust Objective:	Continued compliance with NHS Litigation Authority Risk Management Standard 5 Learning from Experience and Standards for Better Health Core Standard C1a Incidents.
Purpose This report provides a review of the number and nature of Complaints, Litigation Claims, Incidences and PALS referrals for Q3. It includes the recommendations and progress against action plans following Serious Untoward Incidents. It supports the Trust to demonstrate Board review of such events and the learning that has taken place.	
Risk Implications for the Trust <i>(including any clinical and financial consequences):</i>	Mitigating Actions <i>(Controls):</i>
Standard 5 contributes to the overall score as part of the NHSLA Risk Management Standards and affects the level at which the Trust can achieve	1. Implement the Trust’s policies relating to complaints, incidents, claims and PALS’ referrals. 2. Ensure implementation of Trust policies.
Level of Assurance that can be given to the Trust Board from the report N/A	
Links to Key Line of Enquiry (KLOE 1 - 5) N/A	
Legal Implications: N/A	
Recommendation to the Trust Board: The Trust Board members are asked to: <ul style="list-style-type: none">• Note the contents of this report and in particular any identifiable trends in the reported data.• Advise of further information required to enhance Board Assurance	