

TRUST BOARD MEETING –31st March2011

Title of the Paper:	Ombudsman Report, Trust response	
Agenda item:	40/11	
Author:	Natalie Forrest, Director of Nursing	
Trust Objective:	Improve the Patient Experience	
Key issues Purpose Provide assurance to the Board that services are delivered with care and compassion		
Risk Implications for the Trust (<i>including any clinical and financial consequences</i>):		Mitigating Actions (<i>Controls</i>):
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)		
Legal Implications:		
Recommendation to the Trust Board: The Board is asked to note the Trust position and progress and consider the recommendations		