

TRUST BOARD MEETING – March 2012

Title of the Paper:	National Outpatient Survey 2011	
Agenda item:	59/12	
Author:	Natalie Forrest, Director of Nursing	
Trust Objective:		
Key issues Not applicable		
Risk Implications for the Trust <i>(including any clinical and financial)</i>		Mitigating Actions (Controls):
Failure to improve will potentially result in poor patient experience		Site specific action plans are currently being prepared.
Level of Assurance that can be given to the Trust Board from the report [significant, sufficient, limited, none]: Not applicable		
Links to Key Line of Enquiry (KLOE 1 - 5) Not applicable		
Legal Implications: Not applicable		
Recommendation to the Trust Board: The Board is asked to note the positive improvement and the process by which actions will be taken forward and reported.		