

TRUST BOARD MEETING – 29 March 2012

Title of the Paper:	Complaints, Litigation, Incident and PALS Report		
Agenda item:	63/12		
Author:	Dr Colin Johnston, Director of Patient Safety, Medical Director		
Trust Objective:	All		
Purpose This report provides the detail of key themes emerging from the analysis of complaints, litigation claims, incidents and referrals to the Patient Advice and Liaison Service (PALS). The report includes learning identified and action taken to implement improvements.			
Risk Implications for the Trust <i>(including any clinical and financial consequences):</i>		Mitigating Actions <i>(Controls):</i>	
Failure to ensure the Trust learns from complaints, litigation claims, incidents and PALS referrals will compromise the Trust's ability to learn and continuously improve services.		Appropriate policies in place and being implemented to ensure appropriate and robust investigation and analysis of issues of concern reported internally or raised through PALS referrals, claims or complaints.	
Level of Assurance that can be given to the Trust Board from the report Sufficient			
Links to Board Assurance Framework, CQC Outcomes, Statutory Requirements (ie BAF risk reference, CQC outcomes linked to report) NHSLA Standards: 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.10 and CQC Outcome 16			
Legal Implications: none			
Recommendation to the Trust Board: The Trust Board members are asked to: Note the contents of the report, and identify any areas for which further assurance is sought.			