

### TRUST BOARD MEETING 29<sup>th</sup> November 2012

<b>Title of the Paper:</b>	<b><u>Patient Experience – An Overview Of National and Local Survey Outcomes</u></b>	
<b>Agenda item:</b>	Part 1 Item 17/12	
<b>Author:</b>	Maxine McVey, Interim Director of Nursing	
<b>Trust Objective:</b>	Patient Experience	
<b>Purpose</b>		
This paper provides the Board with an overview of survey work within the Trust and highlights the common themes across the various reports and the actions being taken.		
<b>Risk Implications for the Trust</b> <i>(including any clinical and financial consequences):</i>		<b>Mitigating Actions</b> <i>(Controls):</i>
None identified at this time		
<b>Level of Assurance that can be given to the Trust Board from the report</b>		
Significant Assurance		
<b>Links to Board Assurance Framework, CQC Outcomes, Statutory Requirements (ie BAF risk reference, CQC outcomes linked to report)</b>		
Improvements in the patient experience		
<b>Legal Implications:</b>		
None		
<b>Recommendation to the Trust Board:</b>		
<ul style="list-style-type: none"> <li>• To approve the approaches being undertaken to improve communication as a way of enhancing the overall patient experience.</li> </ul>		