

TRUST BOARD MEETING 29th November 2012

Title of the Paper:	Parliamentary and Health Services Ombudsman's Annual Report - Listening and Learning	
Agenda item:	Part 1 Item 18/12	
Author:	Mark Jarvis, Associate Director Patient Experience and Feedback	
Trust Objective:	Patient Experience	
Purpose		
This paper provides the Board with a briefing on the annual report published by the Parliamentary and Health Services Ombudsman into complaint handling and the position of the Trust within that report		
Risk Implications for the Trust <i>(including any clinical and financial consequences):</i>		Mitigating Actions <i>(Controls):</i>
None identified at this time		
Level of Assurance that can be given to the Trust Board from the report		
Significant Assurance		
Links to Board Assurance Framework, CQC Outcomes, Statutory Requirements (ie BAF risk reference, CQC outcomes linked to report)		
Improvements in the patient experience		
Legal Implications:		
None		
Recommendation to the Trust Board:		
The Board is asked to note the Trust's overall position with regard to the PHSO's report and to recognise that improvements have been achieved since the 2010/11 report.		