

## TRUST BOARD MEETING – 31<sup>st</sup> January 2013

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| <b>Title of the Paper:</b>   | <b>Patient Experience – National and Local Survey Outcome Report (Accident and Emergency and Voluntary Day Surgery)</b> |  |
| <b>Agenda item:</b>  | Part 1<br>20/13   |  |
| <b>Author:</b>   | Maxine McVey, Interim Director of Nursing   |  |
| <b>Trust Objective:</b>  | 3 – Improve the Patient Experience  |  |
| <b>Purpose</b><br><br>This paper provides the Board with a briefing on the results of two patient surveys undertaken in 2012.  |   |  |
| <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><br><br>Significant Assurance  |   |  |
| <b>Links to Board Assurance Framework, CQC Outcomes, Statutory Requirements (ie BAF risk reference, CQC outcomes linked to report)</b><br><br>Patient surveys provide direct feedback to the Trust on the quality of the services being provided. They are used by the Care Quality Commission as part of their overall assessment of the Trust. |   |  |
| <b>Legal Implications:</b><br><br>None   |   |  |
| <b>Recommendation to the Trust Board:</b><br><br>Note the results and the overall improvement that has been achieved   |   |  |