

**Action log Part 1 – 01 December 2016
(from meeting held on 03 November 2016 and earlier Boards if outstanding)**

Action from agenda item	Action	Lead for completing the action	Date to be completed	Update
6.1/42	As some Board members reported that they had not received the report, LE to review that it had been circulated to all members. 6.1/41 LE advised that the final report had been received and would be circulated.	LE	01/12/16	The report was confirmed as having been circulated. Action closed.
5.3/42	5.1/41 Feedback on whether the patient had been informed that the complaints process had been strengthened as a direct result of their complaint.	JH	01/12/16	Confirmation received from the service that the patient had been informed. Action closed.
9.3/42	Improvements to stroke service to be reflected in the integrated performance report (IPR)	LE	01/12/16	Additional metrics will be included in the IPR as from December 2016. Action closed.
9.4/42	Serious incident (SI) data in the IPR report was incorrectly recorded. Information to be updated	MVDW	01/12/16	Data on SIs correct in current report.
12.3/42	CQC to be advised that the Board had approved the Patient Experience and Carer Strategy and provide details of the monitoring arrangements.	TC	01/12/16	CQC have been informed. Action closed.
13.5/42	The Board's commitment to improving its performance against the equality diversity standards to be included when the data was published.	PDG	01/12/16	Completed.
9.7/42	Data in workforce performance report regarding staff leaving within the first year to be broken down into age ranges to get clarity on the reasons for staff leaving and actions required to address any issues	PDG	12/01/17	Due January 2017.

8.2/41	An action plan relating to areas highlighted in the 2016/17 PLACE report to be presented at a Board meeting in January 2016	HB	12/01/17	Due January 2017.
7.6/42	Actions relating to improvements to disabled access to reported back to the Patients' Panel	HB	02/02/17	Due February 2017.
16.2/40	Healthwatch to be invited to update the Board on whether it considered the improvements made to the complaints and patient advice and liaison services had had the desired impact.	TC	02/02/17	Due in February 2017.