

Paper C	
To:	Trust Board
From:	Suzanne Hinchliffe, Chief Operating Officer/Chief Nurse
Date:	2 February 2012
CQC regulation:	All applicable

Title:	Patient Story – Experiences within the Acute Division		
Author/Responsible Director:	Carole Ribbins, Director of Nursing Sue Mason, Divisional Head of Nursing – Acute Care		
Purpose of the Report:	To note that a report from the Acute Care Division will be presented to the February 2012 Trust Board meeting in respect of a patient experience case study.		
The Report is provided to the Board for:	The Acute Division to outline what changes have taken place in response to this particular case to support improvements in family experience.		
	Decision	<input type="checkbox"/>	Discussion
			<input checked="" type="checkbox"/>
	Assurance	<input type="checkbox"/>	Endorsement
			<input type="checkbox"/>
Summary / Key Points:	Detailed case study to be presented at the meeting.		
Recommendations:	The Trust Board to receive this report and support the changes made in response to the feedback.		
Strategic Risk Register	Performance KPIs year to date		
Resource Implications (eg Financial, HR)			
Assurance Implications			
Patient and Public Involvement (PPI) Implications			
Staff within UHL who have experience as patients/relatives are in a particularly unique position to provide feedback regarding their experience and suggestions for improvements.			
Equality Impact			
Information exempt from Disclosure			
Requirement for further review?			