

Trust Board

Report Cover Sheet

Agenda Item: 16

Date of Meeting:	Wednesday 30 th October 2019			
Report Title:	Patient Experience Annual Report 2018/2019			
Purpose of Report:	To provide an update and assurance to the Board on the PPCIEG objectives 2018/2019, highlighting positive outcomes for the year and next steps for 2019/2020			
	Decision: ☐	Discussion: ☐	Assurance: ☒	Information: ☐
Trust Goals that the report relates to: (Including reference to any specific risk)	Goal 1 Working with partners, we will manage and improve the health of the population of Gateshead, promoting wellbeing and preventing the occurrence and progression of ill-health wherever possible. Goal 2 All the services we deliver will be good or outstanding when assessed against being safe, effective, caring, responsive, and well-led. Goal 3 In all locations and settings of delivery, our patients will experience excellent, timely and seamless care that meets their individual needs. Goal 4 All our services will have a high safety culture in which openness, fairness, accountability and learning from high levels of incident reporting and mortality reviews is the norm. Goal 5 All our services will be effective: we will reduce unwarranted variation, ensure our practice is consistent with recognised best practice 7 days a week, and improve outcomes for patients. Goal 6 We will have an engaged and motivated workforce living the values and behaviours of the organisation, and who are responsive and adaptive to the changing needs of our environment. Goal 7 We will deliver value for money and help ensure the local health and care system is sustainable and well led.			
Recommendations: (Action required by Board of Directors)	To receive the report for assurance.			

Financial Implications:	None
Risk Management Implications:	None
Human Resource Implications:	None
Diversity and Inclusion Implications:	
Author:	Wendy McFadden – SafeCare Lead Clinical Effectiveness
Presented by:	Dr Hilary Lloyd – Director of Nursing, Midwifery & Quality