



Meetings/events feedback form

Date of meeting: 25th July 2011

Title of meeting: OSC Public Accountability Session with Mid Staffs Foundation Trust

Audience: Representatives of County and District OSCs and the Public

LINK representative(s) attending:

Dave Bassett

LINK representative completing feedback form:

Dave Bassett

Rationale (*Why are we attending the meeting event*). Note – if you are delivering a message/presenting re: what the LINK is about this needs to complement the standard presentation. If not provide details of message given.

At this meeting the CEO and Directors of Nursing and Patient Experience of MSNHSFT were questioned about progress in improvements at the Trust by councillors and the public.

What were the main issues to come out of the meeting/event from the LINK perspective? (*List between 1 and 6 bullet points would be helpful*).

- This was the first meeting since the new CEO has taken over the Trust and they were keen to evidence that they are dealing effectively with complaints and untoward incidents, improving quality and looking forward building on a clinical review that should inform the future direction and financial wellbeing of the Trust.
- A copy of the latest Trust Board monitoring report on untoward incidents (16 currently) was discussed at some length and it was clear that these were being dealt with robustly with root cause analysis and appropriate remedial actions being taken.
- The Stafford Public were still vociferous about the number of complaints being received by the Trust, the speed at which they are dealt with and were asking for further transparency around the nature and outcomes of complaints. Whilst a great deal has been done to improve the process and there is still some more work to be done on convincing the public. The CEO agreed to give some further thought to what else could be done in this area. The Director of Patient Experience will be going out speaking to local community groups about their experiences of the service they have received from the Trust and sharing what is being done to improve patient experiences.
- The Director of Nursing presented on two aspects of quality improvement at the Trust.
 1. Patients Nutrition where definite improvements have been made with bench marking and auditing processes in place to ensure it is sustained. References were made particularly to ward 10.
 2. Provision of single sex accommodation – a report going to the Trust board on 28 July giving assurance that Trust is now compliant with this requirement. The main areas of concern had been in: Acute medical Unit, Endoscopy, Surgical assessment unit and A&E observation area.

(A copy of the presentation is available)

- Finally the Trust has been working with the PCT and the local GP consortia to critically review the clinical services the Trust runs now and should do in the future, bearing in mind clinical recommendations that have come out of the original hospital enquiry. Having established a clinical view this is now being modelled through in both activity and financially terms to fully understand the implications prior to presentation to monitor and sharing it with the public.

