

FRANCIS REPORT ON A PAGE

The final report of Robert Francis QC following the Mid Staffordshire NHS Foundation Trust public inquiry - the Francis Report - was published in February 2013. The report contained 290 recommendations for consideration across the whole of the NHS, which were grouped under themed headings.

All recommendations have been reviewed at TRFT and those relevant to the Trust allocated to an executive lead who is responsible for ensuring appropriate actions are taken. The Trust plan is too large to include here and so the table below provides just a small number of examples of progress and achievements since the report was published, and next steps to be taken.

KEY ACHIEVEMENTS & PROGRESS - EXAMPLES (report theme in 'bold')

- **Complaints management** : a full review has taken place of the Trust's processes for handling complaints which has resulted in shorter response times & processes to capture actions to be taken. Satisfaction survey introduced following closure of complaint. CEO sees all complaint files and personally signs a cover letter.
- **Nursing**: recruitment process underway to achieve full nursing establishment . A Programme of Quality Assurance & Patient Safety 'walk about' visits established led by Chief Nurse Team. Improved information being made available to in-patients, eg clearly identifying their named nurse for the shift.
- **Information**: Work has commenced with the CCG to develop a clinical portal that will allow the viewing of real-time information from various systems in one place and a Ward dashboard has been developed which is public facing and shows the staffing levels, Safety Thermometer and other key measures
- **Clarity of values and principles & safe staff numbers and skills**: values based recruitment process in development. Staff per shift numbers to be displayed at ward level. Successful recruitment drive has resulted in nursing posts offered which will take the Trust above establishment figures.

NEXT STEPS - EXAMPLES

- **Complaints management**: A training programme on new processes has commenced for staff across the Trust who are responsible for responding to patient complaints, coinciding with the new policy launch and establishment of Clinical Directorate structures.
- **Clarity of values and principles** : Programme of safety and quality 'walk rounds' to be extended to cover all areas of the Trust.
- **Putting the Patient First**: Patient Experience, Involvement and Engagement Strategy has been developed to strengthen the focus on listening to patients, and their involvement in initiatives to improve quality of care
- **Clarity of values and principles** : Trust values now included in the new appraisal process. Training across whole Trust has been delivered, all staff to have had PDR by August 2014.

Please note these are extracts only and need to be seen in the context of the full report and action plan which is accessible on the intranet

An action plan has been developed based on all recommendations applicable to the Trust, which is updated quarterly and monitored at the Trust's Quality Assurance Committee and appropriate committees, such as Patient Safety & Patient Experience Committees

Your comments, suggestions or requests to be involved in any of the work streams included on the action plan are welcome. Please contact Hilary Fawcett, Quality Governance Lead, in the first instance.

Link to the full report: <http://www.midstaffsinquiry.com/index.html>

