The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust

REPORT TO BOARD OF DIRECTORS (IN PUBLIC)

SUBMITTED BY:	**REPORT FOR:**		**IMPACT:**		
Gwyneth Wilson, Director of Patient Experience and Lead for Nursing and Non-Medical Professionals	**Decision**	√	**High**	**Med**	**Low**
CONSULTATION:	**Information**			√	
Patient Experience Steering Group Joint Staff Consultative Committee Nurses' Meeting External consultation	**REPORT TYPE:**		**RELATED WORK:**		
	Strategic	√	Patient Experience Steering Group Governors Patient Experience Committee		
	Operational Governance	√			

BAF ref:	1a(i), 1a(ii), 1a(vi), 2a(i), 2a(ii),
Monitor Compliance Framework:	
CQC Essential Standard Reference:	ALL
NHSLA Standard Reference:	2(3), 2(6), 2(8), 3(1), 3(2), 3(3), 5(2)
Media / Communications:	

Meeting Date: 26 November 2012
Report Title: Patient and Carer Experience Strategy 2012-2015

Purpose: To establish a culture that ensures that what is happening to the patient as an individual whilst in the Trust's care is the most important thing to our staff at that point, no matter how busy they are.

Summary: The strategy describes how the Trust will ensure that what happens to the patient is at the heart of everything we do by involving patients and their carers (where appropriate) in making decisions about their care and treatment.

Financial Implications / Efficiency Savings / Quality Improvement:

Risk Assessment (cross-reference with Risk Register where appropriate):

Strategic / External	Operational/ Organisational	Financial	Clinical	Legal/ Regulatory	Reputational / Patient Experience
			√	√	√

Recommendations:

Author Fiona Cutts, Patient and Public Involvement Lead
Date 13 November 2012