The Queen Elizabeth Hospital NHS
King's Lynn
NHS Foundation Trust

Action Monitoring
Actions will be removed from the monitoring record when the committee has agreed that the 'DONE' column can be ticked. Updates are highlighted in bold. New items are shaded.

Board of Directors (PUBLIC) - Actions Monitoring – Record Nov 2013

Action No.	Meeting Date	Board minute	Action	Receiving Body	Date to be completed	Lead	Status	Completed?
12 13	28-5-13	56/13	**Performance Report** Mortality - Additional information requested – 2-year rolling average and crude mortality graph to be presented to the next meeting of the Quality Committee for in-depth review. CHKS to be commissioned to review data at HRG level and CoG to review statistical variation – audit to ensure that information reflects the position if applicable	Quality Comm	**Aug 2013**	**MBl** **BC**	Commissioned by CHKS but not yet complete **CH&P – some further work needed – re-prioritising capital prep for Monitor** **Reported to Quality Committee** - **Report back via QC**	
27	23-7-13	73/13	**Q1 Business Plan Delivery** Next update to Sept 2013 BoD, rather than wait for next quarter outturn	Board	**Sept 2013**	**BC**	**Partially complete – to be circulated to Board when complete**	

29	**23-7-13**	**78/13**	**Local Development Plan** KG/PW to agree how BoD / Governors might understand emerging LDP and impact on strategy for the QE	Board	**Nov 2013**	**KG/ PW**	**KG contacted KL&WNBC** - **Very important strategic Knowhow session** - **CCG responsibility** - **Understand impact of LDP** - **IP – someone from Freebridge to attend** - **LP – timing will be important if we want to influence** - **KG to talk to HF**	
30	**24-9-13**	**84/13**	**Clinical Presentation** PW alluded to the power of the current and learning about themes and trends from past complaints. GW to re-present previously considered Board checklist. Chair/DoN to: •work though how best to handle patient stories at the Board. •explore potential for Quality Committee and sub-committees through to the SQUABs to be sighted on the assimilation of learning	Board	Nov 2013	DoN Chair/ DoN		
31	**24-9-13**	**85/13**	**Regulatory Update – CQC Report (May Inspection) and Action Plan** The Chair emphasised the need to communicate the issues clearly and explain what the Board is doing in response. It was agreed that arrangements would be made for 2nd October and invitations issued	Board	Nov 2013	PW/GR		

32	**24-9-13**	**86/13**	**Responding to National Quality Report – Francis** - NHS Constitution to be cross-referenced on Board Front sheet - Contracts of employment to include explicit reference to duty of openness, transparency and Candour – DS to update Trust response - DoN to be involved in decisions concerning changes in medical staff – - Nurse NED on Board to be considered through Board succession planning - Board Development Programme to be reviewed to ensure that it addresses skills and capabilities issues highlighted by Francis - Bereavement Office to ask for comments and feedback re treatment of deceased - Expedite roll-out of iWantGreatCare – DoN - Refer to Nurse revalidation in Trust response - Ensure an appropriate level of clinical audit and alerting to issues identified - Ensure robustness of complaints process (need to avoid defensiveness) – - Need to review process for aligning litigation and complaints - Need to consider publication of anonymised complaints and responses on website - - Review structured approach to development for aspiring leaders inc. mentoring and coaching - Need to recognise value and contribution of all team members at all levels of the organisation	Board	Nov 2013	GR DoR MD/DoN Chair Chair CDS/DoN DoN DoN MD DoN DoN DoN DoR DoS&T		

33	**24-913**	**87/13**	**Nursing Strategy** It was suggested that the Patient Experience Steering Group be commissioned to review the matter of separating the roles of the volunteers and professional reception staff to ensure a good level of service for location of patients by relatives. Short Shift Patterns GW and DS agreed to resolve arrangements re using e-rostering to monitor roll-out and compliance re. new shift patterns KG noted a strong message about monitoring the impact of implementation of the new shifts and agreed that GW and VN would devise metrics for review by the Board and other stakeholders. Nursing Numbers It was agreed that the Board be updated on a monthly basis to align decisions with emerging guidance. Ensuring Safe Care for Patients VN and GW to come back to next Board meeting with specialist areas analysis.	Board	Nov 2013	VN DoN/DoR DoN DoN DoN		
34	**24-9-13**	**89/13**	**Chair's Update** NED meeting with Non-Exec colleagues from CCG – KG to determine how this can be progressed through a Board:Board format	Board	Nov 2013	Chair		
35	**24-9-13**	**90/13**	**CEO's Update** Cancer Peer Reviews. Upper GI issues were identified. Immediate action was reported to have been taken and updates will be reported back to future Board **PLACE inspection** – some issues identified on food (including preparation). TEC will bring back a recommendation to the Board concerning potential for changed practice.	Board	Nov 2013	MD CEO		

36	**24-9-13**	**91/13**	**Performance Report** FFT - . - The Board tasked the executive team with doing everything possible to achieve the target response rate and improve the Trust's scoring as far as possible. - PW – page 20 – responses on NHS Choices – to be corrected. - Roll-out of iWantGreatCare – GW to take report to TEC. **RAMI** BW undertook to report on the process and any current alerts to the next meeting of the Quality Committee. The biggest discrepancy between expected and actual deaths was for Non-Transient Stroke. BC and BW undertook to address this issue through reporting detail. **PKIs** **Nursing Metrics** It was agreed that fluid chart issues would be reported to the next Quality Committee (actions taken and improvement trajectory) KG commissioned the Quality Committee explore the matter in more depth to establish whether there are any issues that are impacting on quality of care.	Board	Nov 2013	DoN DoN DoN BW BW/BC DoN VH/DoN		