

Title of meeting: Trust Board Part 1

Date of meeting: 26 October 2022

Report author	Emma Whitby, Head of Research Delivery					
Paper prepared by	Emma Whitby, Head of Research Delivery					
Report subject/title	R&I Patient Story – October Trust Board					
Purpose of paper	Action Plan to support Patient Story					
Background papers	Link to patient story					
Action required	Please see below					
Link to: Strategic Direction Corporate Objectives	Be Outstanding		Be a great place to work	x		
	Be Collaborative		Be Digital			
	Be Research Leaders	x	Be Innovative			
Equality & Diversity Impact Assessment						
The content of this paper could have an adverse impact on:	Age	Yes/No	Disability	Yes/No	Sexual Orientation	Yes/No
	Race	Yes/No	Pregnancy/Maternity	Yes/No	Gender Reassignment	Yes/No
	Gender	Yes/No	Religious Belief	Yes/No		



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Patient/Staff Story Action Report

Story ID		Committee	Board of Directors		
Date Presented		Patient Story	<input checked="" type="checkbox"/>	Staff Story	<input type="checkbox"/>
		In person	<input type="checkbox"/>	Digital	<input checked="" type="checkbox"/>
Date Consent Obtained		Consented by		Consent for:	Internal <input checked="" type="checkbox"/> External <input checked="" type="checkbox"/> Online <input checked="" type="checkbox"/>
Division/s involved	Research & Innovation	External Organisation involved	N/A		
Formal Complaint	<input type="checkbox"/>	Complaint closed	<input type="checkbox"/>	Complaint Upheld	<input type="checkbox"/>

1. Action Already Taken

No	Issue	Action taken	Action Lead
1	Room Temperature and lack of access to "Fresh Air". Air- con available in room, ward staff to escalate concerns to Propcare.	Roof Terrance is now open for patients to sit outside if safe to do so.	Prop Care

2. Action Plan (for outstanding actions not covered above)

No	Issue	Action required	Action Lead	Deadline Date	Expected Evidence of Completion
1	Waiting time to see Doctor.	Funding secured for Research fellow.	Director of Clinical Research	Nov 2022	Appointment to post
2	Food Menu – Limited Choice.	Consider revision of menu choices.	Nutritional Steering Committee has an established working group looking at food quality. This action to be	Nov 2022	Improved menu choice for inpatients



			picked up via this group. Lead/Quality Lead Tazeen Khatib		
3	CT/MRI Radiology appointments can be more intense for patients on clinical trials and it is relatively common for patients to require multiple imaging such as a MRI & CT scan as part of screening or follow up. The Research Practitioner will request the scans as per protocol and will request that scans are booked on the same day.	To seek, where possible to ensure patients appointments are on the same day. Essential for patients that are out of area.	Imaging Simran Chander.	Nov 2022	Where possible to facilitate imaging on the same date for patients on clinical trials that require multiple scans.
4	Patient received a letter from the Interventional Team - Terminology confusing to patient.	Additional information to be included in patient letters to explain procedure.	Work stream for accessibility standards in existence. This action will be picked up via this group. Lead Lynne Benson.	Nov 2022	Updated Patient letter.

3. Process for monitoring completion of identified improvement/assurance actions

All actions identified during the collation of patient and staff experience stories will follow the process set out in the Patient and Staff Experience Story Process Standard Operating Procedure. Actions will be assigned to the appropriate subject matter committee for action and evidence of resolution. Where significant service transformation is required, that is beyond the remit of the Head of Patient Experience & Inclusion, the management of the change process will be handed over to the Transformation and Improvement Committee. An annual report summarising any themes, learning and changes in practice will be collated by the Head of Patient Experience & Inclusion.



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