

Report to Southwark Overview and Scrutiny Committee

September 2013

1.0 Introduction

The Trust has been asked to report on its progress following the publication of the Francis Report earlier this year. As a Trust we have undertaken a comprehensive review of the report and its recommendations and the summary below sets out what the Trust has done, supported by the detail which is set out in the two attachments.

2.0 Trust approach following publication of the report

The Chairman appointed the Chief Nurse & Director of Patient Experience to be the Trust's Executive Lead for the response to the Francis Report.

In April 2013, the Chief Nurse presented a summary of the report to the Trust Board following its publication on 6th February 2013.

The Chief Nurse held a number of Trust wide drop-in events for all Trust staff during the month of February where approximately 600 staff attended.

Following the Trust wide drop-in events, each clinical directorate was asked to undertake their own listening events and to pose the following questions to its staff. Approximately 1,300 staff participated in 100 local focus groups in March.

1 Theme: Putting patients first all the time;

- at your best, what do you do now to put patients and their needs first?
- what should we do to put patients and their needs first all the time?

2 Theme: Speaking up safely;

- what currently enables you to speak up about any concerns you have?
- what would enable you always to be able to speak up when you have concerns?

3 Theme: Listening to our patients and staff;

- how do we know at the moment what our patients and staff think and feel?

- what would be the most effective way of finding out what our patients and staff think and feel?

Additionally posters were put up in ward staff rooms so that staff who were unable to attend a focus group could still contribute – 24 wards took part in the listening exercise using this method and many more staff contributed through informal discussions and groups.

The feedback was collated and summarised. The attached detailed report summarises the key messages from the Trust workforce. (Att1)

Following completion of the listening events, it was clear that taking an action planning approach would not deliver the changes required and would lead to yet another ‘tick box’ exercise. It was clear from staff that to be successful, it needed to become part of everyday business embedded within our values and under the umbrella of the Trust’s ‘Showing we Care’ strategy.

To ensure the Trust has a clear, coordinated approach to quality it was agreed that the response to the Francis report; the Trust’s Quality Accounts; and other quality initiatives would come together under a new ‘Showing we Care’ strategy which is set out under each of our Trust values. (Att2).

Each value has two pledges to our staff and patients and a set of actions the Trust is taking forward over the coming year.

The Trust has adjusted its reporting arrangements to the Board and the quarterly Quality Committee will now receive a report structured under the Trust’s five values and will also receive a report as appropriate on the actions set out in attachment two.

Att1 – Francis Board Report April 2013

Att2 – Our Values & Pledges

Eileen Sills CBE
Chief Nurse & Director of Patient Experience

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