

Append A to action log

Report title	Matters arising from the minutes
Report from	Kathy Adam
Previously discussed at	July Board meeting
Link to strategic objectives	

Executive summary of report

This summary describes actions taken and how we will share learning from the patient shared at July's board.

Our first actions were to immediately follow up with the patient who shared her distressing story regarding how her post-operative complications were managed over a long period of time.

Many actions had already been completed before July's board and some are ongoing. Sharing at the board and in other forums was also part of a wider want to learn.

Our medical director has met with the patient as has her original surgeon, and an individual plan going forward has been made. In addition, a further notes review for this particular patient was undertaken to identify any contributory factors that we could have learned from.

We have shared learning about communication between our vitreo-retinal emergency (VRE) service at our City Road site to our satellite sites with the relative services, and also fed this into a review of how we deal with internal referrals more widely. We have produced a Standard Operating Procedure (SOP) for patients transferred from VRE to our satellite sites and shared this with staff.

We have fed back to teams that deal with patient complaints and concerns around e-mails not being acknowledged and delays in responding to complaints, but most importantly for this patient there is a plan going forward.

We have reviewed how her complaint was dealt with and our patient experience team has produced a detailed chronology to learn from and has identified themes to contribute to a review of our complaints policy. The patient has kindly agreed to review the draft document and provide her feedback.

As part of the policy review, we are focussing on earlier resolution and engagement with patients about their complaints, and we are already seeing a positive impact on this in terms of 'complainant experience'.

We have an ongoing wider piece of work around appointment management and communication, this involves an improved way of managing our Outpatient Waiting Lists, and a specific pathway for complex patients or patients who have unfortunately suffered a complication. This work is being managed as part of Outpatient Transformation work via the Excellence Programme.

All of the above shared learning links in to our wider 'Patient Experience Principles' work which is underway. Results so far have been encouraging in terms of building our Trust values into business as usual.

For Assurance		For decision		For discussion		To note	✓
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