

## COUNCIL OF GOVERNORS MEETING

<b>Agenda Item</b>	<b>042/17 (i)</b>	<b>Date:</b> 3rd July 2017			
<b>Subject /title</b>	<b>Quality Report</b>				
<b>Author</b>	<b>Hannah Gray, Head of Performance and Planning</b>				
<b>Responsible Director</b>	<b>Helen Porter, Director of Nursing &amp; Quality</b>				
<b>Executive summary and key issues for discussion</b>					
<p>This Quality report contains:</p> <ul style="list-style-type: none"> <li>• The 6 monthly complaints review.</li> <li>• PALS report</li> <li>• Patient story 6 month review</li> <li>• High level results of the CQC In-Patient Survey</li> </ul>					
<b>Strategic context and background papers (if relevant)</b>					
<ul style="list-style-type: none"> <li>• Trust Quality Strategy</li> <li>• 2016/17 Quality Accounts</li> <li>• Friends and Family Test</li> </ul>					
<b>Recommended Resolution</b>					
The Council of Governors note the report.					
<b>Risk and assurance</b>					
The structure of the report aims to provide the Trust Board with assurance as to the quality of care provided at CCC.					
<b>Link to CQC Regulations</b>					
Regulation 10: dignity and respect Regulation 12: safe care and treatment Regulation 16: receiving and acting on complaints Regulation 17: good governance					
<b>Resource Implications</b>					
None					
<b>Key communication points (internal and external)</b>					
The revised report is presented at Council of Governor meetings.					
<b>Freedom of Information Status</b>					
FOI exemptions must be applied to specific information within documents, rather than documents as a whole. Only if the redaction renders the rest of the document non-sensical should the document itself be redacted.	Please tick the appropriate box below: <table border="1" style="display: inline-table; vertical-align: top;"> <tr> <td style="text-align: center;">✓</td></tr> <tr> <td style="text-align: center;"> </td></tr> <tr> <td style="text-align: center;"> </td></tr> </table> <div style="display: inline-block; vertical-align: top; margin-left: 10px;"> <p><b>A. This document is for full publication</b></p> <p><b>B. This document includes FOI exempt information</b></p> <p><b>C. This whole document is exempt under FOI</b></p> </div>		✓		
✓					

<b>Application Exemptions:</b> <ul style="list-style-type: none"> <li>• <b>Prejudice to effective conduct of public affairs</b></li> <li>• <b>Personal Information</b></li> <li>• <b>Info provided in confidence</b></li> <li>• <b>Commercial interests</b></li> <li>• <b>Info intended for future publication</b></li> </ul>	<b>IMPORTANT:</b>  If you have chosen B above, highlight the information that is to be redacted within the document, for subsequent removal.  Confirm to the Trust Secretary, which applicable exemption(s) apply to the whole document or highlighted sections.
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### Equality & Diversity impact assessment

Are there concerns that the policy/service could have an adverse impact because of:	Yes	No
Age		✓
Disability		✓
Gender		✓
Ethnicity		✓
Sexual Orientation		✓
Religion / Belief		✓
Pregnancy and maternity		✓
Civil Partnership and Marriage		✓

If YES to one or more of the above please add further detail and identify if full impact assessment is required.

### Next steps

### Appendices

### Corporate Objectives supported by this report

Improving Quality	✓	Maintaining financial sustainability	
Transforming how cancer care is provided across the Network		Continuous improvement and innovation	✓
Research		Generating Intelligence	

### Link to the NHS Constitution

Patients		Staff	
Access to health care		<i>Working environment</i> Flexible opportunities, healthy and safe working conditions, staff support	
Quality of care and environment	✓	<i>Being heard:</i> <ul style="list-style-type: none"> <li>• Involved and represented</li> <li>• Able to raise grievances</li> <li>• Able to make suggestions</li> <li>• Able to raise concerns and complaints</li> </ul>	✓
Nationally approved treatments, drugs and programmes			
Respect, consent and confidentiality			
Informed choice		Fair pay and contracts, clear roles and responsibilities	
Involvement in your healthcare and in the NHS		Personal and professional development	✓
Complaint and redress	✓	Treated fairly and equally	