

**BOARD OF DIRECTORS MEETING IN PUBLIC
WEDNESDAY 29 MARCH 2017
ACTION LIST**

Action No	Details	Agenda Item No	First Raised	Action by	Progress Update & Status	Lead
PB487	Freedom to Speak Up Present the staff survey results to the Board in March.	BD/16/09/17	Sept 2016	March 2017	On agenda as item 12. Closed	Director of Human Resources
PB488	Patient Story Provide an update to the board on the impact of the specialist nurse placement.	BD/16/10/06	Oct 2016	March 2017	Verbal update to be provided at meeting. Open	Director of Nursing and Midwifery
PB496	Care Quality Commission Improvement Plan Provide an update on the outcome of unannounced mock inspections.	BD/16/12/16	Dec 2016	April 2017		Director of Nursing and Midwifery
PB498	Patient Story – A Mental Health Perspective Review the suggested improvements to the Emergency Departments to make it more welcoming for mental health patients.	BD/17/02/06	Feb 2017	March 2017	Meeting set up to explore ideas on 3 rd April 2017. Open	Chief Operating Officer
PB499	Patient Story – A Mental Health Perspective Meet with the patient, Carolyn Trippick to capture learning in terms of treating mental health in children.	BD/17/02/06	Feb 2017	March 2017	BM has obtained the contact details for Carolyn and will be making contact to see if she would like to meet and discuss further. Closed	Head of Women and Children's Division
PB500	Quality Report Follow up the possibility of a new car parking payment system and a simpler payment machine with Parking Eye in the absence of the Director of Estates and Facilities.	BD/17/02/07	Feb 2017	July 2017		Chief Executive
PB501	Quality Report	BD/17/02/07	Feb	April		Director of

Action No	Details	Agenda Item No	First Raised	Action by	Progress Update & Status	Lead
	Present the proposal on the agreed performance reporting at the April Board of Directors meeting.		2017	2017		Nursing and Midwifery
PB502	Patient Experience Report Look into why the Emergency Department feels so cold for patients in the absence of the Director of Estates and Facilities.	BD/17/02/08	Feb 2017	March 2017	A full heating survey of the ED enabled the Estates team to make some immediate repairs on several areas. This included work to the ventilation equipment which is providing some benefit. A plan is in place to increase the temperature in the ED area with work due to commence in the summer of 2017. Closed	Chief Executive
PB503	Patient Experience Report Include external benchmarking in future reports.	BD/17/02/08	Feb 2017	March 2017	External benchmarking to be included in future reports. Closed	Director of Nursing and Midwifery
PB504	Patient Experience Report Non-Clinical Governance Committee to look into complaint responses once the team is fully staffed. To be added to the work plan.	BD/17/02/08	Feb 2017	March 2017	Passed on to Secretary for NCGC. Closed	Board of Director's Secretary
PB505	Patient Experience Report Share PALS information on appointment waiting times with Outpatient Steering Group.	BD/17/02/08	Feb 2017	March 2017	Action complete. Closed	Director of Nursing and Midwifery