

**REPORT FOR: HEALTH AND
WELLBEING BOARD**

Date of Meeting: 3 October 2013

Subject: **INFORMATION REPORT –
Francis Report Action Plan**

Responsible Officer: Ursula Gallagher
Director of Quality and Safety -BEHH

Exempt: No

Enclosures: Outcomes of the First Meeting of the
Francis Workshop held on 6 June 2013.

Section 1 – Summary

This report advises the Board on the action planning in relation to taking forward the recommendations from the Francis Inquiry.

FOR INFORMATION

Section 2 – Report

Report enclosed

Section 3 – Further Information

In June, the Director of Quality and Safety led a workshop of managers and clinicians from across the four BEHH CCGs to consider in more detail how to take forward key concerns raised by the Francis report. Three working groups have been established to look at collection and use of 'soft' information; use of performance and quality monitoring data; and assessing culture.

Francis also recommends commissioners be entitled to intervene in the management of individual patient complaints if it is felt they are not being dealt with satisfactorily. There is a fourth working group that consists of patients and lay people who are working with the CCGs to review the complaints process. This seeks to take account of pertinent issues from Francis and will be re-visited to take account of those recommendations from NHS England as a result of the Clywd review of the national complaints procedure (due to report in the autumn).

Section 4 – Financial Implications

Time of managers and clinicians attending meetings

Section 5 - Equalities implications

No decisions on actions have yet been decided. BEHH will be working with Inner London CCG's to prepare a workplan, at this stage patients and the public will be consulted and an Equalities Impact Assessment will be undertaken

Section 6 – Corporate Priorities

Treating and caring for people in a safe environment and protecting them from harm –CQC Domain 5

- Supporting and protecting people who are most in need.

STATUTORY OFFICER CLEARANCE (Council and Joint Reports)

Not applicable

Section 7 - Contact Details and Background Papers

Contact: Carole Mattock Interim Head of Quality and Safety
BEHH 020 8966 1061

Background Papers:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/170701/Patients_First_and_Foremost.pdf