

**ITEM : 10/066**  
**Doc 05**

**Meeting:** Trust Board  
**Date:** 23rd June 2010

**Title:** CQC Inpatient Survey Experience Results  
Patient Experience Results and Strategy

**Executive Summary:** February, March and May 2010 respectively saw the publication of the;  
CQC Outpatient Department Survey 2009  
Quality Health Inpatient Survey Management Report 2009  
CQC Inpatient Survey 2009

Coupled with these national surveys are the results of the local surveys for the same time frames, being conducted in a number of areas of the hospital.

The Trust Board is asked to review the results of each of these national surveys, and to:

- Acknowledge current performance levels in the local context
- Review the trust's position in regard to other organisations in London
- Discuss moves forward to improve the quality of future survey responses
- Agree a method of feeding back patient experience data into current operational management, impacting upon subsequent delivery
- Consider methods of improving response rates across all areas

**Action:** Discussion and approval

**Report from:** Chris Giles, Business Development Manager

**Sponsor:** Siobhan Harrington Director of Primary Care

<p><b>Compliance with statute, directions, policy, guidance</b></p> <p>Lead: All directors</p>	<p><b>Reference:</b> Care Quality Commission Inpatient Survey Report 2009  Quality Health National Inpatient Survey Management Report 2009  Care Quality Commission Outpatient Department Survey Report 2009</p>
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