



Health Partnerships Overview and Scrutiny Committee 26 July 2011

Report from the Director of Strategy, Partnerships and Improvement

Wards Affected:
ALL

North West London Hospitals NHS Trust In Patient Survey Results and 'We All Care' report

1.0 Summary

- 1.1 The Care Quality Commission (CQC) National In patient survey 2010 results have been published for North West London Hospitals NHS Trust. When members considered the 2009 results and a report on the We Care programme, it was requested that the 2010 results be reported to the Health Partnerships Overview and Scrutiny Committee when they were available.
- 1.2 The report provided by North West London Hospitals NHS Trust includes:
- The key issues highlighted in the 2010 national in-patient survey results
 - A number of initiatives undertaken during 2010/11 to improve the patient experience
 - Planned actions for 2011/12
- 1.3 The Trust reports that improving the experience of patients continues to be a high priority but that the results of the national in-patient survey remain disappointing, although there has been an improvement from the 2009 results.

2.0 Recommendations

- 2.1 The Health Partnerships Overview and Scrutiny Committee is recommended to consider the report provided by North West London Hospitals NHS Trust on their in-patient survey results and question officers from the trust on the work it is doing to improve the patient experience.

Background Papers:

Patient Experience and 'We All Care' Report

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