









Domain Priority	Objective	Progress November 2017	Progress
<b>Patient Safety</b>	1. Improve learning from incidents.	Serious Incident occurrences are reviewed at the Quality Assurance Committee. Mortality and Morbidity meetings are convened. Organisational learning is shared at Quality Improvement Committee and Nursing and Midwifery and Allied Health Professional Board.	
	2. Implement measures to reduce hospital acquired infections caused by gram negative bacteria.	E.coli bacteraemia incidents are monitored through service line scorecards and Board integrated compliance report. All e-coli bacteraemia incidences are reviewed at the Serious Incident Group through a Post Infection Review (PIR).	
	3. Improve safety awareness for staff through human factor.	Quality Improvement team established. The QI team have implemented regular QI training. Members of the senior Maternity Team have undertaken train the trainer course in Human Factors. A Human Factors training Faculty is to be developed under the leadership of Deputy HR Director with responsibility for Training and Education.	
<b>Clinical Effectiveness</b>	4. Develop the Trust's next three year (2017-2020) dementia strategy and implement year one.	The Dementia Strategy Group reviews progress against the KPI's. This is performing to plan. This is also reported to the Quality Assurance Committee. The Dementia Strategy for 2017 -2020 has been developed and approved and is underway.	
	5. Increase seven day working provision.	The Trust has introduced a new Consultant Physician weekend rota and a business case is in development to extend provision of cardiac Echo Services. Six monthly national audit of 7 day services completed November 2017.	

	6. Commence Implementation of e-prescribing and electronic clinical records in the outpatient setting.	A pilot of E prescribing in outpatients is being undertaken in Respiratory Medicine and electronic clinical records in the dental department.	
<b>Patient Experience</b>	7. 7. Understand and improve the experience of patients with mental health conditions using hospital services.	Improving Mental Health Skills Awareness project commenced April 2017. Mental Health First Aid training commencing in January 2018 to targeted areas such as ED/Elderly Care/ Paediatrics/PALS/COMMS.	
	8. 8. Improve the experience of patients using the emergency department.	New data collection tool for FFT commenced to increase feedback uptake. Staff recruitment improved with 3 matrons, specific roles in areas of ED and new roles such as paramedics to support the workforce. National A and E patient Survey results presented to the Trust Board November 2017. Building work to extend the department and establish a new urgent treatment underway.	
	9. Improve the experience of patients with haematological Cancer	Plans agreed for extension to Sir William Rous Unit for Haematological cancer Treatment. Action plans following a gap analysis of the National Cancer Patient Survey are being progressed. This is monitored through the Cancer Board.	