

Our commitment to our local communities - Our response to the Francis Report [the Public Inquiry into the failings of Mid – Staffordshire NHS Foundation Trust].

Commitment one: To listen to our patients

We are committed to working with our patients and the public to ensure their feedback is used to develop local services. We will work with our patients when making our commissioning decisions and publish our policies on patient engagement. We will actively involve patients in the decision making process including giving patients and the wider public a chance to ask questions at our board meetings.

Commitment two: To develop capacity to deliver high quality care

We will ensure patients have access to high quality care by employing quality managers who will ensure standards are met. We will actively share information with providers and our patients so that we can quickly identify any issues that need to be addressed. When we commission (plan and fund) services we will make sure we use the latest clinical evidence and patient feedback.

Commitment three: To develop our boards and our organisations

We are committed to being open and transparent in the work we do. We will actively support our staff and our board members to question any decisions we make if they feel they compromise on our commitments to quality of care. We will make it easier for staff, as well as patients, to raise concerns. We will ensure that our clinical leaders have the support they need to implement changes that improve care for our patients.

Commitment four: To work with our providers

We will set up regular meetings with key staff at our providers including directors of nursing and medical directors to share best practice and discuss any issues. We will ensure that each provider has a dedicated quality manager to maintain and improve standards. We will look into the finding of local and national reviews and surveys to implement changes where we need to. We will work with all our providers ranging from the large NHS trusts to smaller independent healthcare providers.