

TRUST BOARD IN PUBLIC	Date: 24 April 2014	
	Agenda Item 2.2	
REPORT TITLE:	Patient Experience Strategy 2014 – 2017	
EXECUTIVE SPONSOR:	Fiona Allsop, Chief Nurse	
REPORT AUTHOR:	Kim Rayment, Interim Governance & Risk Lead	
REPORT DISCUSSED PREVIOUSLY: (name of sub-committee/group & date)	Patient Experience Sub Group - 18 March 2014 Safety & Quality Committee . 3 April 2014	
Purpose of the Report and Action Required: (√)		
To approve the Patient Experience Strategy 2014 - 2017	Approval	
	Discussion	√
	Assurance	√
Summary: (Key Issues)		
The Strategy links to the Quality and Clinical Strategies and details the process for managing and developing the patient experience within the Trust. It will be monitored through the Patient Experience Subgroup and the Executive Committee for Quality and Risk		
Relationship to Trust Corporate Objectives & Assurance Framework:		
Central to the delivery of safe and quality patient care.		
Corporate Impact Assessment:		
Legal and regulatory implications	Yes	
Financial implications	No	
Patient Experience/Engagement	Yes	
Risk & Performance Management	Yes	
NHS Constitution/Equality & Diversity/Communication	Yes	