

ROLLING ACTION POINTS FROM:

Trust Board Meeting in Public

Thursday 29 January

2015 Minute	Agenda Topic	Summary of Action required	Responsibility for Action is with	Due Date
05/15	Review of Outpatients Administration	Liz Conway asked that information be provided detailing the size of the waiting list and how long patients have waited etc. The Director of Corporate Affairs committed to source the information.	The Director of Corporate Affairs	26 February
05/15	Review of Outpatients Administration	The Chief Executive felt that this project would benefit from being supported by the Trust's Project Management Office to ensure that it gets adequate project support with a clear aim and identified end date. She felt that the project should be considered in the wider context of patient experience and the scope should be expanded to include a review of clinic starts times and the variability of the number of clinics across the Trust etc. She suggested that the Director of Corporate Affairs invite staff, patient and members of the public to a Listening into Action event to ensure that all concerns and shortcomings are identified and to agree on clear outcomes.	The Director of Corporate Affairs	26 February
24/15	Opportunity for the Public to ask questions	A member of the public said that she was pleased that the outpatient administrative processes were being reviewed as she had been made aware of a particular incident where a patient had received a letter advising she had been removed from the waiting list. The Chief Executive agreed to pick up offline with the member of the public.	Chief Executive	29 January

24/15	Opportunity for the Public to ask questions	Andy MacDowell, member of the public, was pleased that the outpatient administrative processes were being reviewed, following a recent experience he had. He felt that some small changes could be made which would make a real improvement. The Chief Executive felt that the LiA methodology should be used to help identify all of the problems around outpatient administration. She suggested that Andy MacDowell and Jim Harrison joined this event. They both agreed and the Chief Executive agreed to invite them both.	Chief Executive	26 February
--------------	--	---	-----------------	--------------------