

MEETING OF THE BOARD OF DIRECTORS
Held in public
In the Board Room, Harton Wing, STDH
At 12.00 on Thursday, 21 May 2015

		AGENDA	Action required	Item no
	1	Apologies for absence		
	2	Declarations of interest – Members to declare any conflict of interest in any agenda item		
	3	Minutes of the meeting held in public on 31 March 2015	Approve	3
	4	Matters arising		
	5	Chairman's Notices		
	6	Chief Executive's Report		
	7	Feedback from Members		
	8	CLINICAL GOVERNANCE & PATIENT EXPERIENCE		
	8a	Patient Story		8a
	8b	Open and Honest Care– Staffing Levels – Nursing & Midwifery (BB)	Discuss & Comment	8b
	8c	Friends & Family Test (BB)	Discuss & Comment	8c
	9	PERFORMANCE MONITORING		
	9a	Results of the Staff Opinion Survey (IHF)	Discuss & Comment	9a
	10	DATE & TIME OF NEXT MEETING		
		The next meeting of the Board of Directors will be held in public at 8.30am on Tuesday, 28 July 2015		



choose

South Tyneside **NHS**
NHS Foundation Trust

OUR CORE VALUE STATEMENT

“We *choose* to go **Further** to exceed our customers’ expectations”

The Board of Directors

We *choose* to go Further to achieve patient outcomes by:

- Always placing patient and carers satisfaction information at the top of the Board of Directors agenda.
- The Chief Executive and Medical Director presenting an explanation of a particularly difficult complaint to the Board on a quarterly basis.

We *choose* to go Further to improve patient safety by:

- Organising an annual Board sponsored Patient Safety Conference.
- A Non-Executive Director attending every Clinical Incident Review Group.

We *choose* to go Further to provide compassionate care by:

- Each Director taking a personal lead role for one aspect of Francis 2 recommendations relating to compassion.
- Each Director committing to talking personally to patients and staff at appropriate opportunities and feeding back to the Board as a whole.

We *choose* to go Further to value our staff by:

- Being out and about. Small groups of Directors will undertake regular informal walkabouts to gauge how staff are feeling.
- Conducting “Visible Leadership” days – A timetable of days in different locations with different staff where Directors will work alongside or shadow staff in areas where they are less familiar with what happens.

We *choose* to go Further to work together with partners by:

- At least one Director attending every partner organisation public meeting.
- All Board members will develop a portfolio of formal and informal contacts and activities with local partners, the development of which will form part of their annual appraisal.

Providing a range of NHS services in Gateshead, South Tyneside and Sunderland.