

**MEETING OF THE BOARD OF DIRECTORS**  
**Held in public**  
**In the Board Room, Harton Wing, STDH**  
**At 8.30am on Tuesday, 28 July 2015**

		<b>AGENDA</b>	<b>Action required</b>	<b>Item no</b>
	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 23 June 2015	Approve	<b>3</b>
	4	Matters arising		
	5	Chairman's Notices		
	6	Chief Executive's Report		
	7	Feedback from Members		
	<b>8</b>	<b>CLINICAL GOVERNANCE &amp; PATIENT EXPERIENCE</b>		
	8a	Patient Story		<b>8a</b>
	8b	Patient Experience - The proactive approach to gathering patients' experiences within the Trust <b>(BB)</b>	Discuss & comment	<b>8b</b>
	8c	Open and Honest Care: Staffing Levels, Safety, Quality and Experience Indicators Inpatient Settings <b>(BB)</b>	Discuss & comment	<b>8c</b>
	<b>9</b>	<b>PERFORMANCE MONITORING</b>		
	9a	Integrated Performance Report <b>(MPR)</b>	Discuss & comment	<b>9a</b>
	9b	Monitor Q1 <b>(MPR)</b>	Receive	<b>9b</b>
	<b>10</b>	<b>ITEMS FOR INFORMATION</b>		
	10a	Lord Carter of Coles – Review of Operational Productivity in NHS Providers		<b>11a</b>
	<b>11</b>	<b>DATE &amp; TIME OF NEXT MEETING</b>		
		<b>The next meeting of the Board of Directors will be held in public at 8.30am on Tuesday, 29 September 2015</b>		



# 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.