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CHAIR'S KEY ISSUES

ISSUES FOR REFERRING/ESCALATING TO BOARD OF DIRECTORS

PART A:

ORIGINATING COMMITTEE OR GROUP:		Quality and Performance Committee	DATE OF MEETING ISSUE RAISED:	20 October 2016	
CHAIR:		Graham Hodgson	LEAD NON-EXECUTIVE DIRECTOR:	Graham Hodgson	
Agenda Item No.	DETAILS OF ISSUE:	FOR - APPROVAL / ESCALATION / ALERT / ASSURANCE / INFORMATION	RISK REGISTER / BAF REFERENCE	PAPER ATTACHED √	
2.1 Integrated Performance Report	STAM training compliance was 60% in September against the standard of 75%. Exception report and plan submitted to the Committee which will continue to monitor progress	Alert	BAF 7	Integrated performance report on Board agenda	
2.2 Booking Hub	The Committee received and welcomed a report detailing progress in the Booking Hub, which has been a long-standing concern for patients, staff and partners. Improvements have been made to referral management; booking appointments; appointment letters; patient and GP telephone enquiries; clinical speciality patient pathways. KPIs around the referral backlog and clinic cancellations illustrate the progress made	Information			
4.1 Quality and Safety Improvement Plan	The Committee was advised that further consideration will be given to reporting and assurance of delivery of the Quality and Safety Improvement Plan to ensure effective coordination of reporting of progress in the 7 themes of the Plan and appropriate escalation of risks	Information		QSIP report on Board agenda	
DATE COMPLETED AND FORWARDED TO DIRECTOR OF CORPORATE AFFAIRS:			23 September 2016		

PART B:

RECEIVING COMMITTEE:		DATE OF MEETING ISSUE CONSIDERED:	
CHAIR:		LEAD EXECUTIVE DIRECTOR:	

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Agenda Item No.	RECORD OF CONSIDERATION GIVEN / APPROVAL / RESPONSE / ACTION:
DATE COMPLETED AND FORWARDED TO CHAIR OF ORIGINATING BOARD / COMMITTEE / TASK & FINISH GROUP:	