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Meeting:	Brighton and Sussex University Hospitals NHS Trust Board of Directors
Date:	30th June 2016
Board Sponsor:	Medical Director
Paper Author:	Medical Director
Subject:	Health Watch Report

Executive Summary

Health Watch, Brighton and Hove, visited the Emergency Department at the Royal Sussex County Hospital between November 2015 and February 2016 to assess the experiences of patients and their families being treated in the Department.

The report makes a number of findings, summarised in pages 1 to 3, concerning reception in the Urgent Care Centre; care in the corridor area; and care in majors. The report makes a number of recommendations for improvement, which will be incorporated in the Safety and Quality Improvement Plan.

Action required by the Board

The Board is asked to note the report; and note that the recommendations made will be actioned by the Acute Floor Directorate and incorporated in the Safety and Quality Improvement Plan, monitored by the Quality and Performance Committee.

The Board is also asked to note that the Chief Executive will be writing to Health Watch to thank them for their report; and the Board is asked to invite Health Watch to present their forthcoming report on out-patients to the Board

Links to corporate objectives	The report concerns the objectives of <i>excellent outcomes and great experience</i>
Identified risks and risk management actions	The report identifies a number of concerns around patient experience and patient safety which are reflected in the CQC Improvement Plan
Resource implications	Not applicable
Legal	None

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implications	
Report history	Executive Team
Appendices	Health Watch, Brighton and Hove, ' <i>Patient experiences of using the Emergency Department at the Royal Sussex County Hospital</i> '