Francis Report on Mid Staffordshire

Agenda Item 10
Reference: 10B.035

NHS Direct

Board Meeting: 22 March 2010

Summary	The Francis report on Mid-Staffordshire Hospitals NHS Foundation Trust was published on 24 February 2010 and has been sent to all Board members. The report sets out the events at Mid-Staffordshire and identifies a number of key issues. It also makes eighteen recommendations. Some of these are directed to the Department of Health and some are more applicable for acute hospitals and primary care Trusts. However, there are clearly lessons that all NHS organisations, including NHS Direct, should draw from Mid-Staffordshire.
Issues to be considered	Some of the key questions that Board may wish to consider are : - Is service change in NHS Direct cost-driven and without thought for patient safety? - Is the link from the front line to the Board strong enough? Are individual Board members visible enough? - Do we have enough of a focus on patient safety and do does Board understand its role on patient safety? - How does Board gain feedback on patient incidents and complaints? - How could we improve Board induction? - Do we need to review whistleblowing policies? - Are there other ways that we could improve the quality and safety of our services? What actions does Board require to provide itself with assurance that patient safety and quality of services are properly promoted?
Action required	Board are asked to consider the Francis report and how the issues that it raises should be addressed by NHS Direct, with a view to a definitive action plan being brought to the Board for subsequent approval.
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Author of Paper	James Bufford, Interim Head of Governance
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