

Attachment 06

**North East Lincolnshire CCG**

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| **Report to:** | NEL CCG Partnership Board |
| **Presented by:** | Gemma Mazingham, Patient and Client Experience Manager |
| **Date of Meeting:** | 14th May 2015 |
| **Subject:** | Patient Experience update |
| **Status:** | [x]  OPEN [ ]  CLOSED |

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| **OBJECT OF REPORT:** |
| With the aim of continually driving improvements and the quality of services provided for the community, this update will provide information on the Patient Experience report and how it aims to collate intelligence about health and social care providers in North East Lincolnshire.The full report is presented to, and managed by, the Quality Committee on a quarterly basis.  |

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| **STRATEGY:** |
| Positive Experience Community Engagement |

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| **IMPLICATIONS:** |
| Whilst there are no significant areas of concern being reported in this update, or the full report included as an appendices, the information by nature does provide intelligence on complaints data for different providers. This is however, publicly available outside of this report. |

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| **RECOMMENDATIONS (R) AND ACTIONS (A) FOR AGREEMENT**The Partnership Board is asked:• to note the information presented in the update and report• for further feedback on ways to improve the report for future presentation |

|  |  | **Yes/****No** | **Comments** |
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|  | Does the document take account of and meet the requirements of the following: |  |  |
| i) | Mental Capacity Act | Y |  |
| ii) | CCG Equality Impact Assessment | Y |  |
| iii) | Human Rights Act 1998 | Y |  |
| iv) | Health and Safety at Work Act 1974 | Y |  |
| v) | Freedom of Information Act 2000 / Data Protection Act 1998 | Y |  |
| iv) | Does the report have regard of the principles and values of the NHS Constitution?[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\_113613](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_113613) | Y |  |