

**Trust Board Meeting**

**ITEM: 11**  
**DOC: 8**

**DATE:** 28 March 2012

**TITLE:** National Outpatient Survey

**SPONSOR:** Bronagh Scott | **REPORT FROM:** Jennie Williams

**PURPOSE OF REPORT:** To update the Board on progress

**EXECUTIVE SUMMARY:** The 2011 National Outpatient Survey for Whittington Health outpatient clinics was carried out by Quality Health between June and October 2011. The last survey was conducted in 2009.

This paper provides the Trust Board with a summary of the key findings and actions being taken to improve the experience of patients/ service users who visit WH outpatient clinics.

**PROPOSED ACTION:** For information and to note

**APPENDICES:**

**DECLARATION**  
In completing this report, I confirm that the implications associated with the proposed action shown above have been considered – any exceptions are reported in the Supporting Information:

- Implications for the NHS Constitution, CQC registration
- Financial, regulatory and legal implications of proposed action
- Risk management, Annual Plan/IBP
- Moving Ahead – how does this report support any of the Trust's 5 Strategic Goals

**Supporting Information**