

QUESTIONS TO THE LAS BOARD – SEPTEMBER 30TH 2014

Clinical Directors Joint Report - Complaint Themes

1) In view of the massive increase in complaints about delay over the past year (July 2013-June 2014) is the Board satisfied that all possible steps have been taken to minimize delayed responses?

2) In relation to the massive increase in complaints about delay over the past year (July 2013-June 2014) and the declaration of Surge Purple in June 2014, will the Board in future request feedback on the clinical consequences for patients who experience delayed responses?

3) The new statutory Duty of Candour

Will the Clinical Directors Joint report in future record incidents of moderate and severe harm and death connected to the clinical practice of front line staff, and show in each case whether the Duty of Candour has been carried out?

Very best wishes and thanks

Malcolm Alexander

Chair

Patients' Forum