

CNWL RESPONSE TO PREVIOUS QUERIES

Contact Officer: Kim Cox, Borough Director, CNWL

At its meeting on 26 April 2017, the External Services Scrutiny Committee requested further information from CNWL. The resolutions and response to these requests have been included below:

- 1. Ms Cox would speak to the Trust Board about the possibility of sign up to the #hellomynameis... campaign becoming compulsory for all staff.**

"I have raised this with the lead for the campaign, and it is felt that really due the nature of the engagement from the staff required, it would not be prudent at this point to make it compulsory, but is certainly something we would consider. In Hillingdon we are planning to have an event by the end of the year which encourages the teams to sign up for this, and embrace the culture that is designed to promote. I was delighted that the committee viewed the campaign so favourably, and certainly appreciated their support with this."

- 2. Ms Cox provide an update at a future meeting on a local event being held for service users to help identify local targets.**

"Happy to be invited, possibly with one of the service user leads to present this information."

- 3. Ms Cox establish whether local information could be included again in future Quality Account reports.**

"I have made some enquiries, and the Trust continues to review the way the information is presented; however locally we will producing an annual report which has the relevant information in and we will share this with the committee."

- 4. Ms Cox establish whether alternative indicators could be set for the next year in additional to national targets.**

"Alternative indicators, relevant locally have been set for next year in addition to the national targets by the CCG and the Council for CNWL. These will be shared within the annual report."

- 5. Ms Cox establish the nature of the patient safety incidents and forward this information (and a benchmark) to the Democratic Services Manager for circulation to the Committee.**

"I must apologise that I have not yet received these, but will continue to pursue and send as soon as I have them."