

QUALITY IMPROVEMENT PROGRAMME (QIP) CORPORATE ENGAGEMENT PLAN

Appendix 1

Key for RAG Rating	
	Action not commenced
	Action On-going and to time
	Action Completed
	Action has missed deadline

Communications & Reputation Management			
Director with lead responsibility: Director of Business Development			
Patient, Carers & Service Users	Who	By When	Progress/Assurance
Contact patient and carer groups with information and reassurance	Chief Nurse	Complete	An initial meeting was organised with service users at Network for Change on 13/09/13 in response to group concern.
<i>"Changing your experience for the better"</i> – review recent comprehensive results from service user focus groups within AMH	Chief Nurse	Complete	<p>A meeting was organised for 17/09/13 inviting voluntary and community sector organisations to provide them with information regarding the CQC findings, Trust actions and to hear from them about any concerns they may have.</p> <p>Patient experience team and AMH Divisional Director have undertaken a thematic review of these findings to support development of Quality Improvement programme.</p>

External Stakeholders	Who	By When	Progress/Assurance
Forwarding draft CQC report (July inspection) to lead commissioner	Chief Operating Officer	Complete	Completed 08/08/13
Share response with the CCGs electronically before 15/8/13	Chief Nurse	Complete	Completed 15/08/13
Meeting with Local Health Watch	Chief Nurse	Complete	LPT Chairman met with Local Health Watch representatives on 17/09/13 Letter from Local Health Watch to Acting CEO in August reference CQC update. Letter from Local Health Watch to CEO in October and meeting on 30/10/13
Commissioner awareness, involvement and support for the immediate and medium term actions: set up an extraordinary exec team meeting with commissioners	Director of Finance	Complete	Commissioner meeting held 15/8/13.
MP Briefings	Acting CEO	Complete	Regular appointments in place. All MPs offered a telephone call updating them on the position ref July inspection. All MPs receive monthly LPT stakeholder briefings
Immediate initial meeting with TDA to brief on CQC and FT.	Acting CEO and Exec team	Complete	Constructive meeting held with TDA on 13/8/13 Actions incorporated into Immediate Action Plan and Quality Improvement Programme where applicable. Further meeting with TDA on 2/9/13.
Meetings with CCGs to further develop QIP Plan and metrics	Chief Nurse	Complete	Meetings held 24/9/13 and 03/10/13 to confirm and challenge content of the latest version of the QIP and discuss proposed metrics. On-going TDA input via Oversight & Assurance Group and monthly IDM meetings

Local Authorities, Scrutiny Committees and Health and Wellbeing Boards	Who	By When	Progress/Assurance
Briefing sessions offered to overview and scrutiny committees x3 Generic Report produced for Scrutiny Committees that can be adapted over time/to address specific council queries.	Director of Business Development	2/8/13	<ul style="list-style-type: none"> All scrutiny officers contacted, this led to:- • Leicestershire County Council; Medical Director and Chief Operating Officer attended to present report on 12/9/13 • Follow up meeting at Leicestershire County Council on 27/11/13 (CEO, Chief Nurse and Medical Director) to present update report. • Leicester City; Acting CEO and Director of Business Development attended to present report on 3/9/13 and Chairman, Medical Director and Director of Business Development attended to present update report on 15/10/13 • Rutland County Council; Director of Business Development and Chief Nurse attended and presented report on 26/9/13 <p>The Chair of the Leicestershire County and Rutland Adult Safeguarding Board was invited to the Leicestershire County Council scrutiny meeting on September 12; we suggested the same approach for Leicester City.</p>
Briefing sessions to be offered to safeguarding adults boards locally x 2	Director of Business Development	21/8/13	Report completed and submitted initially for Leicester City deadline for papers (21/8)
Briefing sessions offered to the chairs of the three local health and wellbeing boards	Director of Business Development	Complete	Incorporated into scrutiny plans above
			<p>Acting CEO office contacted all three Chairs to offer individual briefings as needed.</p> <p>Acting CEO briefing meeting held with Councillor Ernie White on 21/8/13.</p> <p>Chairman meeting Councillor Rory Palmer on 30/10/13</p>

Internal Communications	Who	By When	Progress/Assurance
Statement on the receipt of the full CQC report Statement on increasing independence of SI investigations	Director of Business Development	Complete	Complete – combined and issued via staff briefing and stakeholder briefing on 7/8/13
Statement to clarify suicide numbers – for Chair and CEO	Chief Nurse	Complete	Issued to CEO and Chair on 6/8/13. Further detail and refinements made to data analysis by Chief Nurse by 20/8
Communications forward planner showing reputational issues and mitigation plans	Director of Business Development and Head of Communications	Complete	Complete - shared at Senior Management Team on 5/8/13 Updated for Executive Team meeting on 12/8/13 and then updated bi-weekly and presented at Executive Team meetings and Senior Management Team meetings.
Communications forward events planner and channel of good news stories	Director of Business Development and Head of Communications	Complete	Forward planner in place and managed proactively via divisional communications leads.
Cascade of CQC report (July inspection) through AMH	Chief Operating Officer and Divisional Director	Complete	Cascaded. Medical Director confirmed all appropriate clinical staff have received it personally.
On-going staff communication to reinforce Trust Board's support and report our progress	Acting CEO & Chair through communications	Complete	Special editions of team brief on CQC Report (July inspection) through July and August
Acting Chief Executive initial meeting with AMH Consultants at Bradgate Unit	Acting Chief Executive	Complete	Acting Chief Executive held constructive meeting with AMH Consultants on 9/8/13. Medical Director to lead on taking forward the key issues raised which focused on what is preventing good quality care from their perspective.

Issue CQC report to other Divisional Directors and discussion/action on: <ul style="list-style-type: none"> thematic review of CQC report by other divisions additional divisional communications/leadership on patient safety and record keeping identification of other areas of CQC risk (Oakham House/Agnes Unit) where record keeping/case note improvements and other interventions are needed 	Director of Business Development/Chief Operating Officer	Complete	Discussed with Divisional Directors who are progressing actions accordingly. COO follow up via fortnightly Ops team and monthly Executive Performance Reviews with Divisions Initial Thematic review complete and reported to Senior Management Team on 19/8/13
Briefing arrangements for lead governor/governor communications	Board Secretary	Complete	Acting CEO met with staff governors 29/8/13. Chairman/Lead Governor considered extra-ordinary Council of Governors meeting. Lead Governor receiving all stakeholder briefings and regular updates from the Chairman. Council of Governors briefed at their July and October meetings
Trust Board and CQC Report/Response	Acting Chief Executive	Complete	Complete: Response shared with Trust Board at 29/8/13 meeting/development session. Paper presented to Trust Board in public session 29/8/13 including immediate action plan, warning notices and full CQC report.
Weekly briefing for Board to be shared with Matrons across all divisions	Chief Nurse	On-going	
Other Communications actions	Who	By When	Progress/Assurance
Small suite of initial public facing products on the Trust, patient safety and other activities/profile. Review of ward information packet at the Bradgate Unit	Medical Director, Chief Operating Officer and Head of Communications	On-going	Initial topics agreed w/c 12/8/13. Initial products by 30/8/13, then rolling programme. Refreshed service user ward information packet draft being reviewed by communications and VCS during October
Annual General Meeting on 7/09/13	Acting Chief Executive	Complete	Meeting to finalise arrangements 15/8/13. Communications plan for CQC July inspection report publication finalised 22/8/13 including AGM aspects

Co-ordination ref publication of CQC Report and associated communications including handling for Trust Board and Risk Summit on 29/8/13.	Chief Nurse and Director of Business Development	Complete	LPT Communications plan developed and enacted 27-30 August in relation to the publication of the CQC report Communications handling plan developed and enacted for the Trust Board meeting. Coverage by BBC East Midlands Today, Leicester Mercury and BBC Radio Leicester. Co-ordination of communications following the Risk Summit being led by Area Team. LPT fully engaged in this process and issued a further staff and stakeholder briefing w/c 2/9/13.
Weekly stakeholder update to core communications stakeholder list	Director of Business Development and Head of Communications	Complete	To review regularly at 3 and 6 weeks. First bulletin 31/7/13; second bulletin 08/8/13; third bulletin 12/8/13 & 13/8/13 (Now monthly as before)
Continuing engagement – October 2013 onwards	Who	By When	Progress/Assurance
Engagement with Senior Leadership Group (approx. 150 people) on the Quality Improvement Programme	CEO		Meeting arranged for 27/11/13
New Ward Forums at Bradgate Unit, inclusive of patients, VCS and Ward Staff	Chief Operating Officer, Chief Nurse and Medical Director		Ward Forums are in the process of being arranged/re-established
Communications plan for the publication of the September CQC inspection Report	Director of Business Development		Communications plan in place
On-going VCS engagement	Director of Business Development and Head of Patients Experience	On-going	Post the September briefing, a further VCS engagement follow up session was held on 22/10/13 to gather feedback on the draft Quality Improvement Programme with the next session planned for 12/11/13
Trust Board engagement	CEO	On-going	Board development sessions 25/7/13 in relation to the July inspection CQC report. Board development sessions held 29/8/13, 26/09/13 and 31/10/13 with continual focus on quality assurance and transparency