




The Francis Report

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“This is a story of appalling and unnecessary suffering of hundreds of people. They were failed by a system which ignored the warning signs.....”



Findings and Recommendations

- Standards and Compliance
- Openness, transparency and candour
- Compassionate, caring and committed nursing
- Patient centred leadership
- Accurate and relevant information



Standards & Compliance

“....the trust was operating in an environment in which leadership was expected to focus on financial issues...”

...had a profound effect on the organisations ability to deliver safe & effective care...”



Openness, transparency and Candour

- Allow concerns to be raised and respond openly and truthfully
- Provide information
- Be candid about harm caused avoidably
- Look in, not out



Nursing Standards

- “completely inadequate standard of nursing was offered”
 - inadequate levels
 - poor leadership
 - recruitment & training
- Tolerance of poor standards



Nursing Compassion and Commitment

- Entrants to the profession should be assessed for their aptitude to deliver and lead proper care and commit themselves to the welfare of patients (and visitors?)
- More “hands-on” training
- Value healthcare support (HCAs)
- Nursing voice and strong leadership



Leadership

- Leaders who reinforce open culture
- Training and education
- Common code of ethics and conduct
- Accountability (MD, CN but others?)
- (committed to values and mission?)



Information

- “information is the lifeblood of an open transparent culture”
- Everyone’s responsibility
- Accuracy and consistent interpretation
- Balanced and candid



Our Foundations

- Values and behaviours
- Board leadership for safety and culture
- Value based recruiting
- Its My Ward Programme
- Open culture (?)
- Staff surveys
- Patient Feedback
- Governors



Our challenges

- Health and Social care context
- Only one part of the “system”
- Financial environment
- Patient demography
- Hospital a place of last resort?
- Headline grabbing care failures
- Political sound-bites



What Next?

- Ambition and expectations
- Promote change in the interests of our patients (and staff)
- Await formal response(s) to report
- Promote openness and honesty
- Enhance the patients voice