

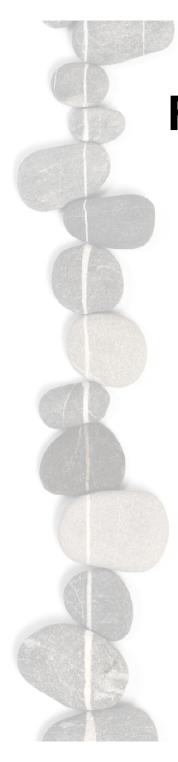
The Francis Report

Patrick Crowley
Chief Executive



"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





Leaders who reinforce open culture

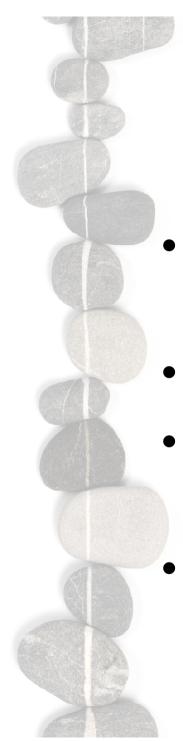
Training and education

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





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





- 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





- 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

