

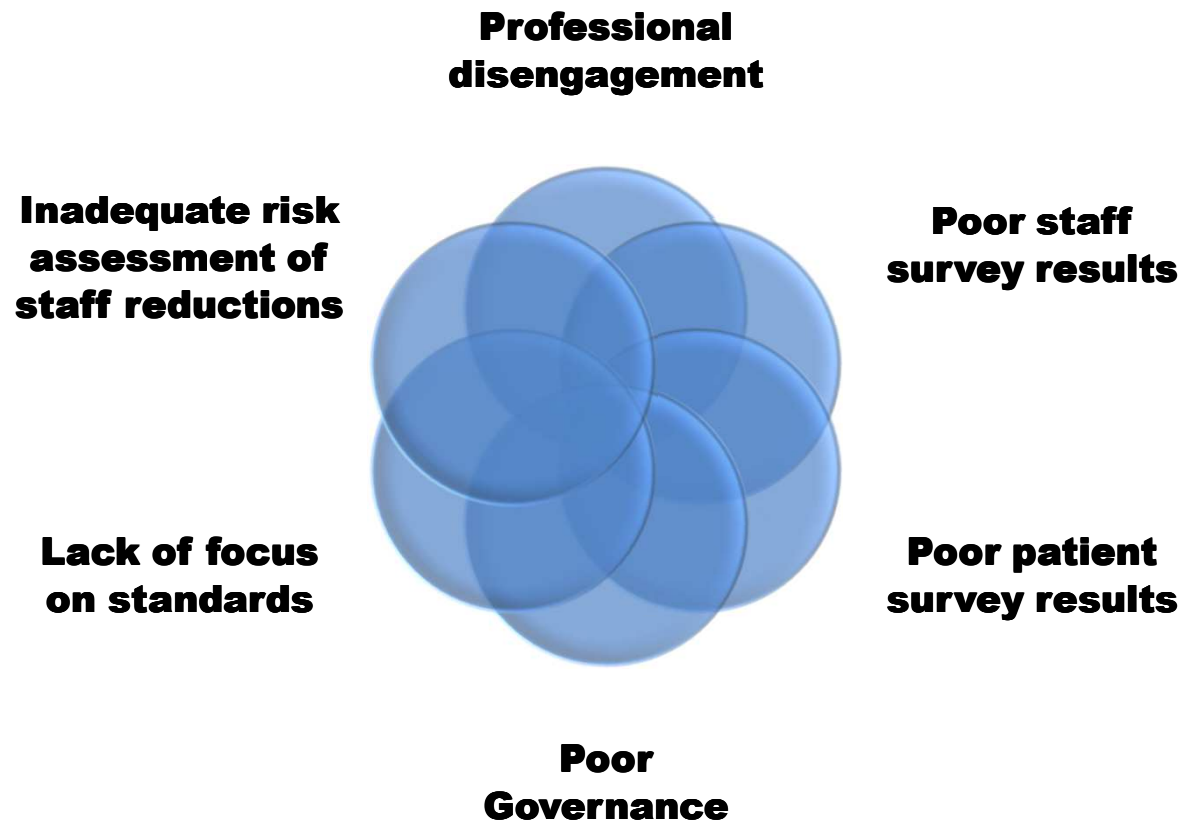
# The LLR response to the Francis Enquiry

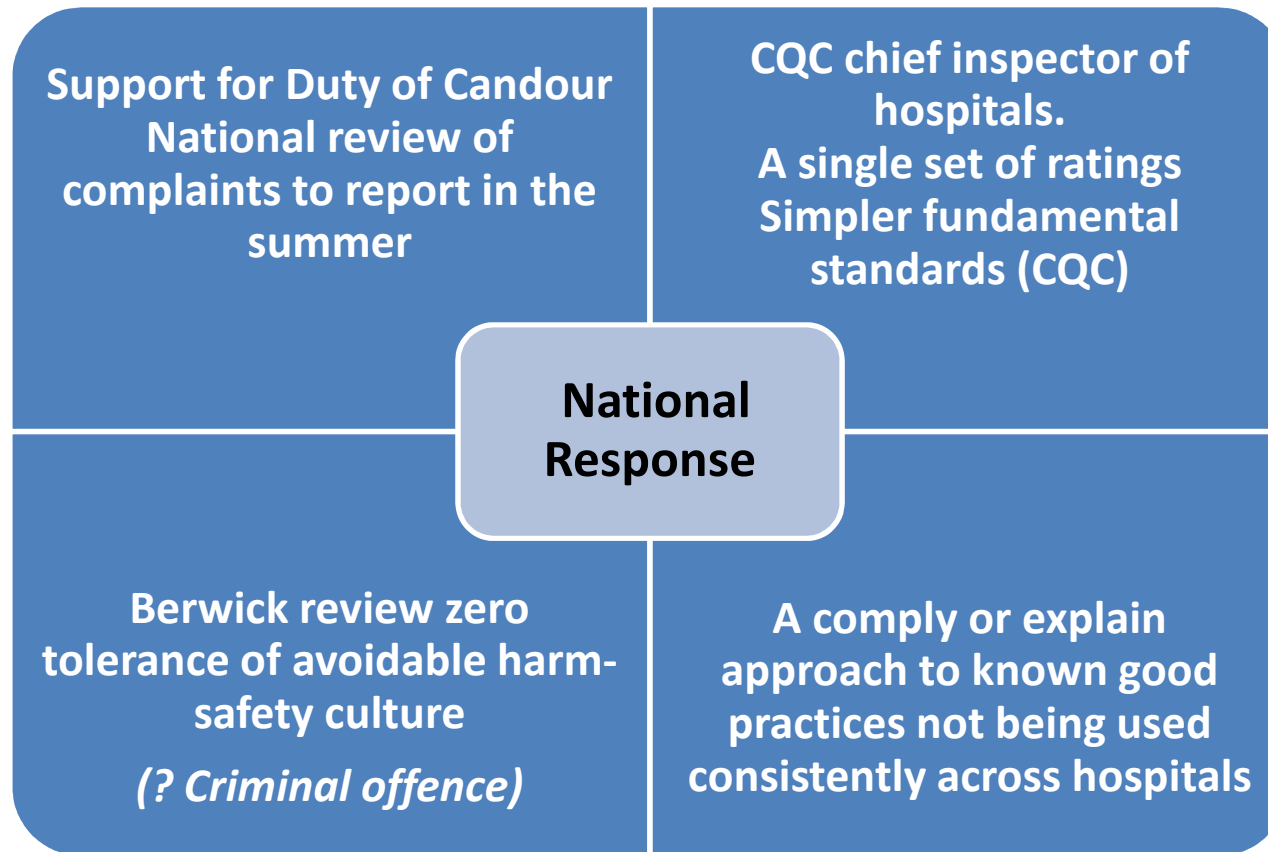


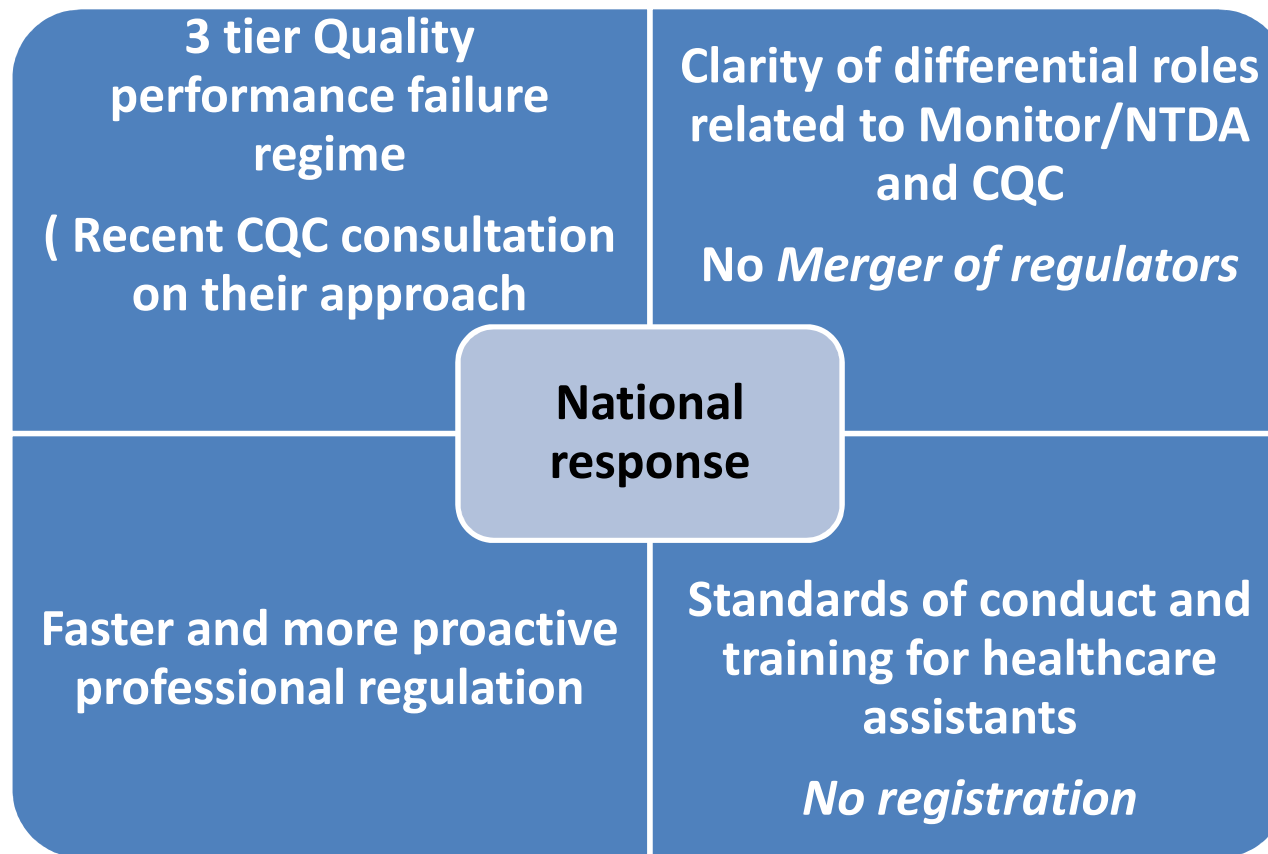
# What was going on in Mid Staffs as an organisation ?

- **A failure to appreciate the enormity of what was happening**
- **A Board who reacted too slowly**
- **A downplay of the significance of the issues**
- **Isolation of practice**
- **The Trust took false assurance from “good news”**
- **A focus on achieving financial targets at the expense of quality and a relentless pursuit of Foundation trust status**

# What was going on in Mid Staffs clinically?



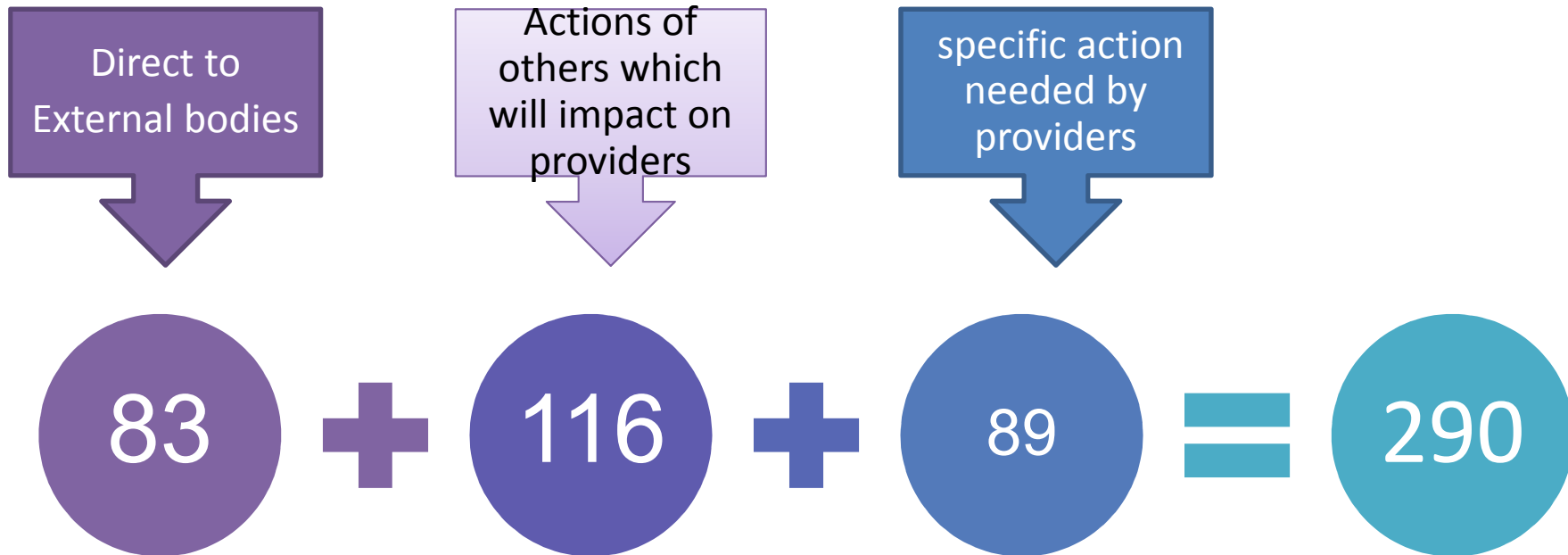




# What are the common themes the LLR NHS is focussed on ?

- **Transparency** -Candour, openness and easier routes to raising concerns
- **Listening:** to patients , staff and stakeholders
- **Walking the floors:** Stronger leadership models and leadership presence
- **Saving more lives:** through provider actions and commissioner focus
- **Safe Staffing levels:** Investment in staffing and benchmarking
- **Targeted improvement:** Improvements in record keeping ;environment; Friends and Family feedback

## Review of recommendations for providers



Progress across many areas across the NHS as a whole  
Many integral to work such as Care and Compassion and Listening in Action



# **What is LPT focussed on , given the recent CQC visit?**

- **Openness and transparency as a first principle**
- **Better listening to patients, staff and stakeholders**
- **Assuring safe staff numbers and capacity within teams**
- **Effective clinical Leadership at all levels – strengthened on wards, at Bradgate, at senior level**
- **Review of Board governance , and accountability**
- **Environmental improvements**
- **Improving care planning and evidencing the care given**
- **Reviewing the model of care to strengthen continuity**
- **Working with commissioners on sustainable solution to bed capacity**
- **Assuring safety for the whole portfolio of LPT services**
- **Withdrawing from FT process - improving quality is the priority**