ITEM 6

Report to Board of Directors 08 September 2010	
Subject	**Patient and Public Engagement report (Quarter 4 2009/10 and Quarter 1 2010/11)**
Purpose	This report is to inform the Board of the work of the patient and public engagement team.
Responsible Executive	Alison Tong, Director of Nursing
Author of attached Report	Pam O'Shea, Patient and Public Engagement Lead
Summary	The report covers all aspects of engagement and feedback including PALS and complaints. This is a regular quarterly report. The format has been updated to reflect recent Board comments.
Paper Seen By	Alison Tong, Director of Nursing
Strategic Impact	Engagement with the public and responding to complaints and feedback is of strategic importance in building a positive reputation of the Trust.
Risk Evaluation	Low
Legal Implications	None specifically related to this report.
Financial Implications	None specifically related to this report.
Recommendation	No recommendations
Action Required by Board of Directors	The Trust Board is requested to receive the report for information.