

Cambridgeshire Community Services Trust Board (Public)
Action Points from May 2019 Meeting

Minute ref	Action	Owner	Due date	Update	Complete?
January 2019					
4.23	To consider if the Trust should benchmark sickness rates for specific service areas against similar services in other organisations or average sickness rates for specific professions.	Anita Pisani	13 Nov 2019	Workforce Information team is currently investigating what other benchmarking data is available and this will be included in November 2019 bi-	Not due yet
5.10	To review reporting on aged debts to distinguish between those with 30 day payment periods against those with 90 day payment periods.	Mark Robbins	8 May 2019	The Head of Statutory Accounting is reviewing how this can be reported differently.	Ongoing
6.17	To discuss with Anna Gill how the Trust could draw from her expertise on SEND to support teams.	Anita Pisani	31 Mar 2019	Brief discussion held and Anita will ensure Anna is linked as appropriate.	Yes
March 2019					
4.10	The next Workforce Review to provide a detailed analysis of sickness absence pressures.	Anita Pisani	13 Nov 2019	To be included in the next Bi-annual workforce review.	Not due yet
4.32	To consider options for managing demand peaks and troughs in the Luton audiology services.	Anita Pisani	13 Nov 2019	This was also discussed at Clinical Operational Board and the service is reviewing with the relevant School Nursing Team how to manage this more effectively.	Yes
8.15	To consider putting up staff survey boards similar to quality boards in all Trust services in public facing areas.	Karen Mason	30 June 2019	A poster providing headline message about the staff survey was designed and circulated across the Trust. The information changes every year so it would not be appropriate to use Boards.	Yes
May 2019					

2.6	To share the standardized slides via Convene	Anita Pisani/Taff Gidi	June 2019	Slides have been shared on Convene	Yes
3.13	To circulate the stakeholder feedback to the Quality Account prior to publishing in June 2019	Julia Curtis	June 2019	Final Quality Account circulated to Board members and published	Yes
3.19	To review the appropriate use of the friends & family survey	Julia Curtis	September 2019	Not due yet	
3.21	Anita Pisani and Gary Tubb to meet to discuss the workforce survey, in particular appraisals.	Anita Pisani	31 July 2019	Not due yet	
3.23	To explore the quality of appraisals at a future Board development session	Anita Pisani	13 Nov 2019	Further feedback from staff on the quality of their appraisals will be included in the November bi-annual review	Not due yet
3.31	To amend the wording of point 4 in Annex 2 of the Learning from Deaths policy	Julia Curtis	June 2019	Wording amended	Yes
5.7	To include a development session on the Bedfordshire Children's Service within its development cycle for 2019/20.	Taff Gidi	June 2019	Development session included on the business cycle for 2019/20	Yes
6.1	Share the Patient and Staff Stories video widely across the organisation and with key stakeholders	Karen Mason/Taff Gidi	July 2019	The video have been shared with staff and stakeholders via multiple social media accounts.	Yes