

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

Minute ref	Action	Owner	Due date	Update	Complete?
<b>January 2019</b>					
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-	<b>Not due yet</b>
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.	<b>Ongoing</b>
<b>March 2019</b>					
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.	<b>Not due yet</b>
<b>May 2019</b>					
3.19	To review the appropriate use of the friends & family survey	Julia Curtis	September 2019	New guidance received early September from NHS England/NHS Improvement re implementation of revised FFT requirements from April 2020. Patient Experience Team currently reviewing implications for all of our services – summary to Exec Team in September and Board in November.	<b>Ongoing</b>
3.21	Anita Pisani and Gary Tubb to meet to discuss the workforce survey, in particular appraisals.	Anita Pisani	31 July 2019	Discussion taken place.	<b>YES</b>
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	<b>Not due yet</b>

July 2019					
1.11	To explore how volunteers could be used to reach out to other people who are living with HIV, in particular newly diagnosed patients.	Tracey Cooper/Anita Pisani	November 2019	Not due yet	
4.8	To report the consultant-led access data relating to Enuretics service in Luton to the Clinical Operational Board in September.	Anita Pisani/Julia Curtis	September 2019	Position improved – now at 92% June and 91.7% July (1 patient) compliance therefore not highlighted in the Bedfordshire/Luton Clinical Operations Board	<b>YES</b>
4.28	To include information on how the Trust collaborates with other organisations in each local area; for example alliances within children's	Gill Thomas	September 2019	Covered in the 'Collaborate with other organisations' section.	<b>Yes</b>
4.36	An update on the Cost Improvement Plans (CIP) to be provided at the Clinical Operational Boards in September.	Mark Robbins	September 2019	CIP update to be discussed at next Wider Exec meeting to agree action plan, and updates to COBs will follow.	<b>Ongoing</b>
6.4	Diversity and Inclusion report to articulate what the Trust had achieved; for example achievements relating to 'Being an excellent employer.'	Angela Hartley		This would be included in the next Diversity and Inclusion report.	<b>Not yet due</b>
6.5	To amend the detail relating to the Trust's 2019/20 objectives	Angela Hartley		Objectives discussed at People Participation Committee and revised ones now agreed.	<b>YES</b>
7.4	Future reports on Freedom to Speak Up should include feedback from various modes used by the Trust	Mercy Kusotera	November 2019	Feedback from various modes used by the Trust; for example complaints and exit interviews would be incorporated into the next report.	<b>Not yet due</b>