

Safety Intelligence

Safety concerns raised:

Feedback / Concerns raised by staff e.g. via frontline champion engagement sessions / walkabouts	Associated improvement actions	Timeframe for completion of actions
Estates concerns about Ipswich Maternity Tower	Estates action plan – monitored through Divisional Board and EBED	April 2024
Lifts in Maternity tower	Closely monitoring any incidents and reviewing risk regularly Fortnightly meeting ongoing with team to progress work. Funding secured for further development	Short/medium and long term plans in development
Temporary theatre of Deben	Incident report due to Mat Neo in January 2024	January 2024
Triage	Significant improvement reported from staff. Some additional training needs highlighted for staff unfamiliar with Triage	December 2023
Staffing at Colchester	Monitors incidents relating to staffing (red flag report to come to Mat Neo meeting in Jan 2024)	March 2024

Complaints / Concerns / Feedback from service users e.g. via PALS, complaints, service user feedback questionnaires	Associated improvement actions	Timeframe for completion of actions
Communication around delays with IOL	IOL task and finish group commenced – will need additional service user input. MNVP invited to join.	April 2024
Transitional care plans	Action plan in place and presented to Trust Board in December 2023	March 2025

Positive feedback received from staff and / or service users:

Feedback / Comments / Successes / Compliments	Source Comment received from NHS Choices website	Comments / Learning
Staff feedback was very positive on the Colchester site. Felt that staffing situation had improved. Recently had 60 steps review from Regional team that had overall positive feedback form teams to regional visitors – full reported awaited.		



**East Suffolk and
North Essex**
NHS Foundation Trust

Reporting period: November 2023 – Jan 2024

Progress from actioning named concerns from staff feedback sessions is visible to staff
Feedback is being sent out in the site specific Word on the block and midweek memos. Information is also being discussed as part of the new Trust Cascade

Engagement events during the reporting period –
With Staff: 21st December 2023
Attendees:
Colchester:
Darren Darby
Amanda Price-Davey
Emma Hart