

Leicester Royal Infirmary
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29th February 2024

Adam Land
Senior Director, Remedies
Business and Financial Analysis
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BY EMAIL

Dear Adam

Thank you for your recent letter dated 31st January 2024. We made a submission on Friday 23rd February and a subsequent submission on Monday 26th February which have led to the Trust now being compliant with the majority of these measures, and we expect that to be the case going forwards.

Outlined below are the remaining measures on our action plan:

- Patient feedback – planned to be compliant early March 2024
 - PROMS – planned to be compliant by the end of July 2024, if not earlier
- Note: We submit one private patient per year for eligible PROMs, we are non-compliant as we do not report the pre and post operative assessment.

Attached is the action plan detailing the milestones we have set to ensure full compliance by the end of July 2024. Our leads for the six areas are:

(i) Kully Kaur, Assistant Director of Business Intelligence and Information
Volume, length of stay, health outcome measures and clinical coding

(ii) Claire Rudkin, Head of Patient Safety
Adverse events

(iii) Sue McLeod, Head of Patient Experience
Patient feedback

We would be grateful if you could confirm receipt of the action plan and that you are comfortable with the plan presented. Should you have any further questions or concerns about our plan please do get in touch.

Yours Sincerely,



Lorraine Hooper
Chief Finance Officer

Cc. Richard Mitchell, Jon Melbourne, Julie Hogg, Becky Cassidy, Gang Xu and Kully Kaur