

## Item 11

### Council of Governors (in Public) Action Log

Updated September 2020

| No                                    | Agenda Item  | Action   | By Whom  | Progress   | CoG Review | Note   |
|---------------------------------------|--|--|----------|--|------------|--|
| <b>22<sup>nd</sup> September 2020</b> |  |  |          |  |            |  |
| 1                                     | Item 11.3<br>Patient & Family<br>Support Team<br>Activity Report | Selection of compliment letters to be circulated to CoG for information. More information as to the steps taken which resulted in closure of a complaint included within future reports. | LA/SP/GD | Completed  | n/a        |  |
| 2                                     | Item 11.4 Annual<br>Patient Survey<br>Report                     | Update from a research representative at the December CoG meeting.   | MPC      | Update on research provided at Joint BoD / CoG development day | n/a        | Item 10.2  |
| 3                                     | Item 11.4 Annual<br>Patient Survey<br>Report                     | Recommendation on the approach in relation to development groups   | NL/LL    | Development Groups are paused                                  | Nov 20     | Proposal to convene NED led groups for Governors re TORs of Assurance Committees – refer Item 10.2 |