

# Chairman's Note

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**Trust Board paper D**

Dear Colleagues

At our our last Board meeting we heard a very personal and heart rending patient story from two parents discussing the loss of their son and their wish to see the appropriate lessons drawn from this and leading to improvements in the quality of care. As you would wish me to, I have written to them with thanks for their willingness to attend the Board meeting and discuss the circumstances of their loss. As a Board we would wish to see a desire for continuous improvement in our services combined with listening to and engaging in a meaningful sense with our patients and public.

I would like to raise another issue that I have begun to think about and was briefly mentioned at the first Board meeting of NHS Providers that I attended recently. The decision was to explore this issue more fully during the Autumn as part of a wide ranging consultation with the provider sector in the Autumn.

As we all know the general direction of travel for STPs is to move towards becoming Integrated care systems (ICS). In the absence of an early change to existing statutory frameworks each partner organisation (whether NHS or local councils) will need to operate as independent self-governing Boards with distinct legal and fiduciary responsibilities.

However I would expect this Board (and other Boards) to ask themselves the following questions :

- how do we ensure and sustain a continuous quality improvement process?
- how do we ensure that changes in mindsets and behaviours are conducive to creating these improvements?
- how do we respond effectively to rising patient demands against pressures for greater efficiency and effectiveness in health and social care services with finite resources ?
- how do we rethink our delivery models and make co-production with stakeholders a reality?
- how do we rethink our relationship with our patients/ users and local communities ?

These questions will require all our Boards to focus beyond the here and now challenges that we all face and to think about our role in shaping the next phase of system relationships and outcomes.

Finally, we are now aware that the Care Quality Commission will be undertaking an inspection during the Autumn and as part of this CQC staff will be attending one of more of our forthcoming Board meetings.

I look forward to seeing you at the next Board meeting on 1st August 2019.

Regards  
Karamjit Singh  
Chair, UHL