

# Chairman's Note

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## Paper C

Dear Board Member,

### Key considerations

Since we last met the key things on my mind have been:

- As a large organisation serving our community of patients, their carers and the public at large, how do we ensure that we are receptive and responsive to their concerns in real time and how should we assess the outcomes?
- As a large organisation with innovation and creativity occurring within some of our services how do we continue to encourage this and develop new forms of partnerships externally?

### Priority Items & Questions

In preparation for our next board meeting I would like to highlight the following priority items and a few specific questions to consider.

1. During the past few weeks I have had discussions with our local Healthwatch representatives and our patient advisers, met staff in various roles within the Trust as part of my personal walkabouts, attended the annual Training and Development Awards Dinner for our staff, considered some of the data which is held electronically by various sources about our clinical services, noted the social media comments and grading by our service users and also read the recent report issued by the Parliamentary and Health Services Ombudsman. This has posed wider questions in my mind such as :
  - 1.1. Given all this activity and information from internal and external sources (and accepting that some of it may be critical of us) how can we triangulate in real time so that those responsible for these services can also respond in a real time perspective?
  - 1.2. How do we ensure that these collective patient/carer/public perspectives and experiences of our services are a real driver in our plans for service change in the future and with an appropriate degree of transparency and accountability?
  - 1.3. Should we adopt a broader strategic perspective about what an acute hospital trust can undertake in demonstrating in real time that we are receptive and responsive to the issues identified by patients /carers or those advocating on their behalf?
  - 1.4. How do we try and measure success in this area and what does it look like?

2. Last week I visited the Clinical Genetics Department and was immensely impressed by the professionalism and commitment of staff in this area of activity which will increasingly play an important role in shaping the predictive nature of medicine in the future. As a Board we know that there are several examples of specialist expertise within the Trust with a national reputation (and beyond) which are innovative. Having recently attended the Leicester Mercury Business Awards Dinner and the Midlands Region Business Awards hosted by the Asian Media Group I know that there is a dynamic and entrepreneurial grouping of individuals/organisations within our local community. This has posed wider questions in my mind such as :
  - 2.1. As an organisation where there are high levels of expertise and creativity within different clinical services how do we encourage further innovation and motivate staff?
  - 2.2. As an organisation located in a geographical locality where there is significant business activity and with one of the unique selling points being the complex and diverse demography that we have, how do we match this internal activity with potential external partners (either already located here or attracting new inward investors)?
  - 2.3. Should we adopt a broader strategic perspective about what an acute hospital trust can undertake in terms of its engagement with the business community and to leverage new forms of partnership?
  - 2.4. How do we try and measure success in this area and what does it look like?

I look forward to seeing you at our forthcoming board meeting on 4<sup>th</sup> June 2015.

Regards,

Karamjit Singh

*Chairman, University Hospitals of Leicester NHS Trust*