

Chairman's Note

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Trust Board 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 diverse community of patients, their carers and the public at large, how do we ensure that we are receptive and responsive to learning from their experiences and perceptions about our services?
- As one of the largest NHS organisations in England how does Trust Board ensure it continues to focus on competing tensions (in particular those of finance and balancing this with ensuring safety and quality) and how should we assess the outcomes not only within our own organisation but also our local health system?

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. Since the last formal Board meeting we had a specific session at our Thinking Day dedicated to learning from the patient and carer experience. In addition to the Trust Board and a number of senior staff who receive patient feedback through various channels including social media, we also had representatives from the three Healthwatch organisations representing the geographical localities of Leicester, Leicestershire and Rutland who were present. Persons representing the Patient Partners who play an active role within the Trust, the Leicester Mercury Patients' Panel and the South Asian Diabetes Group were also present. This was a very useful session with a considerable opportunity for discussion in mixed groups and learning on an individual and collective basis. I look forward to seeing how we are able to convert this learning into some practical steps to take forward. A critical issue for this particular Trust is how do we try and measure success in this area and what does it look like, given that the NHS Constitution refers to our responsibility to provide services on a fair and equitable basis and that how we respond is a basic litmus test in terms of our organisational culture.
2. In addition to the formal Board meetings we also have a number of committees where Board members have the opportunity (for example) to consider finance, performance, quality and safety issues in some detail. These agendas illustrate the complex and fluid

environment that large acute Trusts such as this one have to operate in and the necessity to appreciate and receive appropriate assurance about decisions that can have far reaching consequences for the organisation, staff and the communities we serve. Added to this are the overarching financial challenges which the NHS faces as a whole and how they impact not just on our Trust but the entire health system in the Leicester, Leicestershire and Rutland area. This underlines the need to have a successful system transformation plan that will enhance the quality of service provision across the entire health and social care system. A mindset with a willingness to embrace change and the calibre of leadership are essential to this. 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 1st September 2016.

Regards,
Karamjit Singh

Chairman, University Hospitals of Leicester NHS Trust