

Meeting title	Board of Directors	Date: 6 May 2016
Report title:	Chairman's Report	Agenda item: 2.1
Lead director	Name: Baroness Wall	Title: Chairman
Report author	Name:	Title:
Sponsor(s)	Name:	Title:
Fol status:	Public	

Report summary	The report contains issues the Chairman wants to bring to the Board's attention.		
Purpose <i>(tick one box only)</i>	Information <input checked="" type="checkbox"/>	Approval <input type="checkbox"/>	To note <input checked="" type="checkbox"/> Decision <input type="checkbox"/>
Recommendation	That the Chairman's report be received.		

Strategic objectives links	Objective: Become well governed and financially viable
Board Assurance Framework links	None
CQC outcome/regulation links	
Identified risks and risk management actions	
Resource implications	
Legal implications including equality and diversity assessment	

Report history	
Next steps	
Appendices	

Chairman's Report

1. Since I last reported to the Board I have been around our hospital visiting Wards and Departments to hear directly from our staff how things are on the ground. The care and treatment of our patients I have witnessed reflects the care that is carried out hourly to patients who rely on us all to give them the best possible experience we can during their time with us.
2. I am delighted that I am not the only person who witnesses this and a perfect example of this came in a personal letter to me a few days ago from a patient who has needed to use our services fairly regularly over the past years. In his letter he names several members of our clinical teams, our nurses, X-ray and therapy staff plus other staff across our hospital who had dealt with him, and his family, every one of whom he said he "couldn't speak highly enough about" describing caring, passionate, respectful and professional behaviours from all of our people.
3. He wrote as a Member of Milton Keynes University Hospital NHS FT, who had attended the first event we had organised for Members for a very long time. Organised jointly by our Head of Research and our Trust Board Secretary's office, who worked tirelessly to ensure contact was made with over 5,000 Members inviting them to our Research & Development evening involving our Partners in the canine detection of Urological Cancer. This Partnership is greatly valued and the evening was described as interesting, enjoyable and a real eye opener by the "full house" of Members over the two sessions that evening. Our deputy Trust Board Secretary, working with our very enthusiastic apprentice, are well on their way to planning future events and liaising with Members to gather ideas of subjects that they would find informative.
4. I have made the point previously that care and respect for our patients isn't only carried out by front line staff, but also by every other member of staff who carry out activities and processes that in reality have an effect on our patients; such as our Bereavement team with whom I spent some time very recently. They carry out a very important, indeed essential, service on behalf of families and friends of patients who have passed away in our hospital. I was amazed and very impressed by the spread of activities they are involved in to support the bereaved, not only with ensuring death certificates are issued in order for the deceased patient to be buried /cremated, but many other intensive activities involving supporting the tracing of relatives, sometimes across the world. It is a very busy office working extremely effectively to ensure the best possible experience for relatives and friends of deceased patients. Although the office is extremely busy, the calmness in the specially furnished room for quiet discussion and for the bereaved to spend time alone is a great resource and appreciated by those who visit our Bereavement Suite. These staff members certainly see their role as contributing to the direct experience patients and relatives receive at our hospital.
5. Last Friday evening I joined our Eye Department's committed staff, at one of their regular Glaucoma patients get together events. Along with one of our Surgeons and two senior Sisters, a number of other staff contributed to make this event a huge source of information and opportunity to network for our patients suffering with this disease. The event was attended by over 100 patients and their carers, who were given the opportunity to further understand the nature of their disease and the increasing opportunities that there are to support them in managing this at home. The event provided a networking break during which time I spoke with several patients, who valued these evenings tremendously, saying that they gave them the confidence to lead as normal a life as possible and to appreciate the advice given

outside of the clinic. They also enjoyed the appetising buffet prepared and provided by the supporting staff from the Eye clinic. I was so proud to address this group of patients, but to also thank our staff who, over and above the work that they do during our clinics and treatment at our hospital, spend three hours of their own time on a Friday evening with the sole motivation to ensure their/ our patients feel cared for by understanding how best to care for their disease outside of hospital visits.

6. It is difficult in a report to cover all the impressive initiatives and activities that go on, day in day out in our hospital, but I just want to refer to my recent visit to our Mortuary during which I was so impressed with the skills of our staff, who carry out their responsibilities in a thorough, professional and caring manner. As you may realise their role requires them to work in a highly confidential and secure environment. They work closely with the Police, Ambulance services and Coroner and handle very sensitive discussions with extremely distressed family members of the deceased, often in very tragic circumstances. I have the greatest admiration for these staff who, when talking together, see their role important to our patient and family experience.

Baroness Wall
Chairman

