

**To:** The Board

**For meeting on:** 12 December 2018

**Agenda item:** 4

**Report by:** Dido Harding, Chair

**Report on:** Chair's report

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### **Getting out and about in the NHS**

1. Since my last report in September I have visited Basildon and Thurrock University Hospitals, The Leicester Royal Infirmary, Southern Health, Community services in Essex run by Virgin care and Barnados and a variety of Community organisations in Gloucester. I have attended regional meetings of Trust Chairs in the Midlands, South West and London and met with a group of NHS Community Trust Chairs. I have spoken at a variety of other NHS and broader healthcare events including the inaugural day of our Aspiring Chairs Program and the NHS Improvement retention masterclass, both programs that are helping to support our focus on shifting the leadership and management culture in the service.
2. In addition to my more formal visits, I spent a half day shadowing a Queen's nurse in Essex in part of North East London Foundation Trust and a day as a bleep volunteer in Chelsea and Westminster Hospital. It was fantastic to see first hand the integrated community care that Elizabeth and her team provide and hugely rewarding to help myself in a small way as a volunteer for a day.
3. I have sent out the first of what I hope will be a regular quarterly bulletin to NHS Trust and Foundation Trust Chairs to keep them all updated on our thinking. Going forward David Prior, Chair of NHS England and I plan for this to be a joint communication including system chair's as well.

### **Joint Working with NHS England**

4. I have spent a lot of time over the last month working with David Prior. We are making good progress on the joint working programme and we expect to kick off our joint committees in common meetings from January. Draft terms of reference are under discussion with both boards and I would expect them to be

confirmed by the committees in common at their first meetings in the new year and published thereafter.

5. I have also spent time with David Behan, newly appointed Chair of Health Education England as we look at how our two organisations can work better together on the overall people development agenda.

## **Volunteering**

6. My day as a volunteer served to reaffirm my conviction that a volunteering scheme for NHS Improvement and NHS England staff will help bring us all closer to patients and front line staff. The joint volunteering project team are making good progress and the first pilot volunteers have started testing our sign up processes and are getting out volunteering.
7. I have been pleased to lend our support to the Helpforce/Daily Mail campaign to get people across the country to sign up to volunteer in the NHS. Volunteers are not a substitute for appropriately trained and qualified staff but they can bring compassion, time and a unique perspective that complements the brilliance of those on the frontline. Everyone benefits, including, as I found, the volunteers themselves.