

Agenda

27th October 2009 – The Council Room, London Zoo

Topic 1: In the face of increasing requirements to meet the requirements of bodies such as NHS London, DH, CQC etc what is the most effective way to provide Boards with the assurance they require?

Every week Trust's are inundated with requests to respond to these organisations. Is the need to manage all the demands becoming a real problem and detracting from the day job, or is there a way to manage this more effectively?

Topic 2: Ensuring the Board receive patient and public feedback in a way that assists patient care

The RCN recently commissioned a short piece of research into the experiences that nurses have in public and patient engagement, and one issue arising was the confusion that some nurses have about where to direct the feedback they receive from patients (in a 1-1 situation) and from the public in a group situation.

What is the best way to ensure the Board receive this type of feedback in a manner that assists patient care?

Topic 3: How Boards go about identifying and articulating their assurance needs

How do Boards identify and articulate their assurance needs, and then communicate them to the potential assurance providers within their organisations?

Topic 4: Ensuring Boards are fully challenging decisions

How does your organisation ensure the Board is fully challenging decisions, given that in most cases board papers are circulated in the public eye and could potentially give rise to a damage of reputation?

Agenda Overview

9:30 – Guests Arrive

9:45 – Welcome and Introductions

10:00 – **Topic 1:** In the face of increasing requirements to meet the requirements of bodies such as NHS London, DH, CQC etc what is the most effective way to provide Boards with the assurance they require?

10:30 – **Topic 2:** Ensuring the Board receive patient and public feedback in a way that assists patient care

11:00 – Break

11:15 – **Topic 3:** How Boards go about identifying and articulating their assurance needs

11:45 – **Topic 4:** Ensuring Boards are fully challenging decisions

12:15 – AOB

12:30 – Finish with Lunch

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