

**FTGA National Development Day, Understanding Crises
14 March 2013, in London**

Talk given by Dr Richard Taylor who is an Ex-MP and now looking for re-election

How can Governors help to avert Crises

Dr Taylor started by telling us that he regards Governors as the best way for Foundation Trusts to go forward, and that we should be the eyes and ears in all areas of our community.

Dr Taylor made a startling statement, to me anyway as a Governor of this Trust, that it is ridiculous for the Chair of the Governors to also be the Chair of the Board of Directors!!!!!! Wow!!!!!! I believe other speakers also felt this to be true! In a way I can see his point, (both positions are surely very busy for one person), but felt that it works for us, so is it that wrong??????

He also feels very strongly that there should be a strong team spirit in all Councils of Governors, and this I had to agree wholeheartedly with. At this point I would also repeat what Jacqueline Totterdell said at the last C.o.G, and that is that 'There is no 'I' in team' and I feel that this is something we should work on.

Dr Taylor stated that we need a way into the complaints process and suggested maybe we could hold surgeries, on a rota system, as MPs do, in order to listen to the patients etc. who are complaining. As we know it is not only the patients who complain about things, it is carers and relatives also. Dr Taylor also feels we need a route/agenda to discuss complaints and helping patients in this matter, but I am not sure this is something this Trust would be happy about us doing.

He told us that an earlier report is now incorporated into the Francis Report. I suppose Mr Francis had to start somewhere on his onerous task.

Dr Taylor suggested the following points should be at the top of the Board of Directors agenda:

- That Patient Safety should be at the top of this
- Ward rounds – what are they like, does a doctor take a nurse with him or do they struggle with this?
- Never Events – wrong surgery for instance
- Lack of Communication – probably needed during teaching which is possibly a general problem throughout the hospital
- Doctors' working times
- Value for money – efficiency
- Anti-smoking/Obesity – what systems are in place to cover these problems
- Falls Policy/Litigation – what complaints re this and the costing of falls

Finally he suggested that Diabetics have a duty to look after themselves. Probably a bit of a hot potato!

Last but not least, he suggested we find out how the integration of the '111' emergency phone number is being done.

Geraldine Alward