

Key Messages from the Board held on 27th August 2019

Quality Report, lessons learnt and alignment with IGC – Anna McCreadie presented the summary Quality Report for information and assurance and briefly talked through the report, highlighting in particular the positive impact of reviewing lessons learnt. Tony Osmanski had questioned whether there is evidence to demonstrate that the learning improves processes going forward. Anna McCreadie has discussed this in detail with Noreen Cushen and discussed producing a full audit report to demonstrate that similar do not often re-occur. The Board agreed that there is a need to build on the analysis from a strategic perspective.

Evolve update – Jonathan Williams provided an update to the Board following the last Evolve Steering Committee held on 14th August. The Committee had discussed the changes announced by Pulse Australasia and agreed that this presents a positive opportunity to work with Pulse UK and re-engage with the Pulse programme. A staff survey has been sent out to ask staff if they would like to continue with the new algorithm and to gain a view on continuing to issue individual results as well as group results following each Pulse check. Jonathan Williams also mentioned that more staff members have come forward to become Advocates which is very positive.

NED's visits – Rachel Lilley, Non-Executive Director, had provided feedback to the Board following her recent visit to Lowestoft PCN and her day of shadowing Hannah Cable. There are more dates in the diaries for the Non-Execs to visit all of the PCNs during September and October.

ECCH Foundation – Rachel Lilley is a member of the ECCH Foundation Board and provided an update to the ECCH Board; this is mainly in relation to the forthcoming fundraising event on 19th October when there will be a 5k fun run in Lowestoft. Rachel Lilley has established a small working group to finalise arrangements for this event. There are a number of volunteers still required on the day and further information is being included in each weekly Comms. Tony Osmanski thanked Rachel Lilley for all her additional support and involvement in the charity.