

SUBJECT: Non-Executive Director Leadership Walkrounds	PURPOSE: To provide added insight to the systems and processes in place for patient care in NHSL.	
AUTHOR: Karon Cormack	DATE: JULY 2020	To: NHSL August Board For Approval

INTRODUCTION

There is a desire from Non-Executive Directors to gain greater insight into the conditions and approaches to patient care in an evening setting to compliment the routine Leadership Walkround process.

This visit would be less formal and less structured than the Leadership Walkround process allowing the Non-Executive Director to ask questions aligned to their area of interest.

FORMAT

At a pre-arranged time, the Non-Executive Director will be met by a member of the hospital / site management staff who will have considered an appropriate route through the site to provide access to clinical areas. This will enable opportunities to meet staff and patients should the Non-Executive Director wish to ask a question.

The main principle for the host manager to follow is that the visit should be informative, therefore they should consider points of interest related to the site or current issues that would be helpful to have increased awareness of.

The visit should be completed within one hour and any follow-up information or actions required will be resolved by the site manager.

PROCESS

The Board Secretary will collate a list of the Non-Executive Directors who wish to undertake an evening visit. Once a Non-Executive Director is identified for a forthcoming visit they will be asked if there is a particular site they wish to attend ensuring equal allocation across the sites.

The site/ hospital management team (Triumvirate) will be contacted who will suggest a date and time and organise the escort for the evening visit. The dates should be arranged at least a month in advance to provide adequate notice.

FEEDBACK

Although the Non-Executive Director will undoubtedly provide feedback in real time on the visit, it would also be helpful to gather reflections centrally to be included in the reporting structure for walkrounds. Therefore an Evening Site Visit feedback form (appendix 1) should be completed by the Non-Executive Director and emailed or posted to the Quality Directorate. The Board Secretary will inform the Quality Directorate of visits planned so they can include in the annual report and know to expect the feedback form.

The Quality Directorate will follow-up on any actions that were agreed to be taken forward on the visit and ensure any further information requested is provided back to the Non-Executive Director. The Quality Directorate will also provide an overview report to the site / hospital management team and include in the Quality Directorate update to the Board Meetings.

Appendix 1.

NON-EXECUTIVE DIRECTOR EVENING SITE VISITS FEEDBACK FORM	
Date:	Non-Executive Director:
Site Visited:	Host Manager:
Summary reflection of visit: <i>(please consider what you noticed, any surprises, any concerns, any areas of good practice)</i>	
Any further information requested: <i>(this should be requested in person during the visit)</i>	
Any actions agreed to be taken by Host Manager: <i>(this should be agreed in person during the visit)</i>	
Any feedback on the process of the visit: <i>(please consider the arranging of the visit, any logistical issues, any aspects of the process that could be improved)</i>	
Any other comments:	



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