

Governor letter to Monitor in relation to formal investigation

This is a copy of the email sent to Monitor

To: Monitor

Sent: Monday, 8 December 2014, 15:30

Subject: NSFT: decision to open a formal investigation - reply from lead governor

Dear Monitor,

Thank you for your letter of 21 November which our Chair Gary Page has shared with our board of governors, as you asked. I understand, with the predicted COSRR moving to 2, and the frank feedback to and from Foresight, that this is not unexpected. So I hope that it will contribute to the Board's focus on making the improvements recommended by Foresight and CQC, not divert the focus.

I have taken widespread soundings from the board of governors, and would like to draw to your attention that we now have a significantly different board of directors in the Trust, with a respected Chair with a successful private sector background, in post since April 2013, who acts with openness and transparency; a new, well regarded and very experienced NHS chief executive in post since June 2014; a respected, experienced and quality-focused Director of Nursing in post since October 2013; a new Operations Director in Norfolk and Waveney in post since August 2014 with a proven track record in Suffolk; a new Operations Director, her appointment supported by stakeholder panels, to start in Suffolk in January 2015; and a new very well thought of Medical Director to start in January 2015. The Director of Workforce and HR has also left, and the Board can focus anew on staff empowerment and morale.

We have also appointed two new respected non executive directors (NEDs), and have a robust process for reviewing the performance of the Chair and NEDs. Sue Rubenstein, Co-Founder and Director of Foresight who carried out the independent board evaluation this year, told governors last week, in response to a question, that 'from what she saw when Foresight did the Evaluation and where she sees the Board is now, she has a reasonably high degree of confidence in the current Board and leaderships team's ability to take the improvements forward. She said that this Board is capable of making the changes.'

We hope that your investigations will support the current Board in making the essential improvements that the Trust is so in need of for the benefit of service users, carers and staff. I am available to talk to you if you wish.

Yours sincerely,

Guenever Pachent,

Lead Governor

Norfolk and Suffolk NHS Foundation Trust