



What makes a good...  
**Chair**



## Qualities and credentials



**Is the commissioning lead** with current knowledge of processes.



**Independent** – never worked in or for the setting or provider and should declare any previous close association.



**Brings out the skills and knowledge of the people involved** – leads through hosting the talents in the room.



**Is assertive and critical of poor practice** when they see it.



# Qualities and credentials



**Supportive of other panel members** when they identify issues.

“Hospital is **not** a home”



NHS  
Improving Quality  
**TRANSFORMING  
CARE**

**Knowledge about Transforming Care** and empathy for the person – “hospital is not home”.



**Has understanding of person centred approaches** and tools and the clarity and precision they bring.



Knows about the **contract with the setting**.



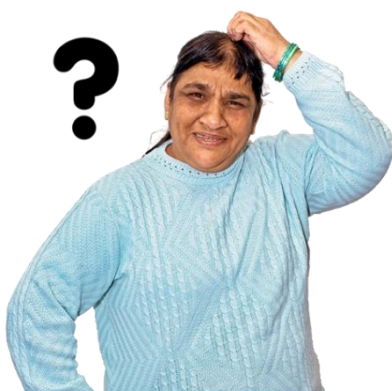
## Qualities and credentials



**Has hands on knowledge of alternatives to hospital.** This could be through visits to examples of good practice where people live in the community.



Would want to be a part of a development group that regularly checks their progress.



Is prepared to **ask and encourage very basic questions.**



# Actions



**Requests the list of information needed** for the Care and Treatment Review from the hospital setting.



**Sets the agenda** and establishes what each panel member should do according to skills and knowledge.



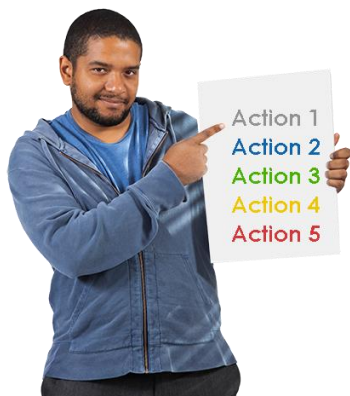
Requests people to say if there may be a **conflict of interest**.



**Chair must see the ward** even when not meeting the person.



# Actions



**Arranges to report back to panel members** about urgent actions.



**Makes sure that the next review will use the same expert by experience** to maintain consistency – unless other factors make this impossible.



**Pick up on any challenges** for panel members that might need further discussion.