



Governors' news

February 2026

In this issue we cover a day in the life of a Governor, a Minor Injuries Unit visit, attendance at a Burns Support Group, a Charity Stand at Haskins Garden Centre, QVH's Strategic Partnership, QVH's Interim Trust Chair, and QVH's 90th Birthday

Linda Skinner (Stakeholder Governor)

A day in the life of a Governor...my experience of volunteering on the reception desk.

A few months ago, I had the pleasure of doing an afternoon session on the main hospital reception desk with volunteer Susie. Due to my lack of knowledge of the layout of the hospital, I was rather daunted by the prospect. However, Susie's wealth of knowledge was very helpful, and she made me feel I could be useful. Susie demonstrated how her friendly, proactive and empathetic manner could help our patients and visitors. While I was there, one patient returned to thank Susie for her help the previous week. Another patient with a heavily bandaged arm asked to see the Chief Executive to thank her for such a wonderful hospital!

My first task was to accompany a visitor in her car to the Discharge Lounge. She had been very concerned as she was late to collect her friend and I hope this took away some of her stress on the day.

I had a most enjoyable two-hour session meeting patients and seeing them safely on their way. I felt reassured that visitors are well supported when they ask for help at the main reception desk, hopefully leading to a less stressful and positive visit to the hospital. The reception handled 73 enquiries in two hours, all successfully resolved. All in a day's work for our outstanding volunteers.



David Porter and Rodabe Rudin (Public Governors) visit to Minor Injuries Unit

David and Rodabe visited the Minor Injuries Unit (MIU) as part of the fifteen steps challenge. The fifteen steps challenge is a toolkit to explore health settings through the eyes of patients and relatives.

David and Rodabe found MIU to be clean, calm and well ordered.

When governors visited previously, improvements were being made and David and Rodabe were pleased to note that these are complete.



John Harold (Deputy Lead Governor) attendance at Burns Support Group

John attended this group in November 2025 as part of governors reaching out to patient groups.

The group is open to any adult over the age of 16 who has experienced a burn, or is a relative of someone who has experienced a burn of any type and any size at any age and have been treated at any hospital (not just QVH).

About 20 people attended the group and all were extremely complimentary about the treatment they had received at QVH. They thought the staff were outstanding and couldn't do enough to help them.



Rodabe Rudin (Public Governor) supports QVH Charity Stand at Haskins Garden Centre

Rodabe joined other staff and volunteers collecting for the QVH Charity at Haskins Garden Centre, Snowhill in November 2025. Rodabe felt it was a very successful day.



QVH Strategic Partnership

At the public Board Meeting on 16 December 2025, the Board approved the recommendation to enter into a strategic partnership with Royal Surrey NHS Foundation Trust and Ashford and St Peters NHS Foundation Trust (RSASP). This decision was supported by the Council of Governors at its meeting on the same day.

Abigail Jago, Acting Chief Executive Officer at QVH, said: "This is an important step for QVH as we look to secure our future and continue delivering world-class care for patients. A strategic partnership will help us strengthen our specialist services and support our long-term sustainability for the benefit of patients and staff, whilst retaining our unique identity."

Happy 90th Birthday to QVH

8 January 2026 marked the 90th birthday of our current hospital site, officially opened on that day in 1936! The opening ceremony was performed by her Highness Princess Helena Victoria, with many a high-profile guests in attendance, including the Sackville Choir to sing a hymn! Local people from East Grinstead gathered to watch the official opening and then tour the hospital, with patients being transferred from our old hospital site 6 days later.

The image below shows what is now our Jubilee Building in all its glory, dating from that very year of opening. Jubilee previously housed 36 beds and accommodation for nurses and the matron. Today, it is home to our Sleep Disorder Centre, Minor Injuries Unit and Trust offices. Expansion of the hospital followed with the construction and opening of Canadian Wing in 1944, and further wards into the 1950s.

If you would like to know more about the history of the hospital visit our website: www.qvh.nhs.uk/about-us/our-heritage/



Interim Trust Chair for QVH

Jackie Smith's tenure as Chair of QVH ended on 16 January 2026. Jackie joined QVH in 2022 and has supported us through a number of significant challenges. Throughout, Jackie has led the Board and Council of Governors with exceptional commitment, expertise and an unwavering sense of purpose to shape the organisation to deliver the very best care for our patients.

At the Board meeting on 16 December 2025, Janet Hall our lead governor, and Chris Barham, former lead governor, reflected on Jackie's significant impact in strengthening the relationship between the Board and the Council of Governors, her commitment to QVH and their appreciation of her listening and supporting governors in their role.

Angela McNab has been appointed by the governors as the Trust's interim Chair. Angela brings a wealth of experience from a long-standing career in health and social care, spanning national policy, regulation and operational delivery. She has held several senior leadership roles, including Chief Executive of Camden and Islington NHS Foundation Trust and Kent and Medway NHS and Social Care Partnership Trust.

Speaking about her appointment, Angela said: "I am delighted to join Queen Victoria Hospital, an amazing organisation that cares deeply about its patients. This is an important time for QVH, and I am absolutely focused on driving forward the implementation of the strategic partnership to ensure our services remain sustainable for the future and we continue to provide high-quality care for patients."

The governors have welcomed Angela to QVH and wish her every success in her new role.



Forthcoming Meetings

Meeting in Public Thursday 12 February 2026 12 noon – 2pm, Education Centre, QVH

Council of Governors Meeting [DATE TBC]

If you wish to contact the governors with a question, comment, or with feedback about this newsletter, please email us at qvh.governors@nhs.net