

Testimonial for Yolanda Rubner

To whom it may concern

Re Yolanda Rubner

I became very familiar with the work and qualities of Yolanda Rubner, in her role as Head of Governance, during my 6 month engagement as the Interim Chief Executive of NHS Haringey which ended with the merger of that organisation into a 'cluster' in March 2011.

During the Primary Care Trust(PCT)'s decommissioning, Yolanda's consultative, developmental approach, clear thinking and decision making, unambiguous communication and focus on facts, was of greatly valued by myself, the Audit and Governance Committee and the board. Yolanda advocated and maintained 'business as usual' during the transition, whilst preparing the PCT's key governance and risk functions for handover to the North Central London NHS Cluster. Despite the many demands on the time of the senior management team during this time, the one area that I did not have to worry about was Governance.

Yolanda's strengths are in drilling down and focussing on the core issues, finding and creating innovative solutions to overcome poor performance, removing barriers and blockages and motivating colleagues and associates to exceed expectations and challenge inertia. Her 'can do' attitude with a focus on quality meant that governance and risk could be used as an enabler during the transition which for example, helped the PCT recover Local Authority funding that had been earmarked for reinvestment.

Effective governance and risk mitigation was maintained throughout the decommissioning and handover of the PCT functions to the Cluster. This was achieved by Yolanda working in collaboration with colleagues in other PCTs for example by developing a locally auditable documentation trail relating to the key governance and risk work streams. This framework was adopted by a number of other PCTs.

The effect of major change on patient experience was considered at all stages, these were communicated via Yolanda and her Complaints and Claims team to minimise misunderstandings and maximise effective handover of the PCT's governance and risk functions.

Yolanda has a clear understanding of risk management, mitigation, governance and compliance. Her approach supports board leadership and effectiveness, decision-making, accountability and positive relations with stakeholders. It also supports organisational change management, strengthens the organisation's reputational impact and encourages trust. She has excellent interpersonal skills and is a supportive and motivating work colleague.

I would unhesitatingly employ Yolanda again in any role for which these were the appropriate skills.

Ian Wilson CBE

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