

SURVEY RESPONSES BY BOARD MEMBERS

Overview

Members of the Board and Trust Secretary were invited to answer two questions about the performance of the Council of Governors during 2016/17. Six people responded to the survey questions and the responses are contained below:

Question 1: In which areas of the Trust's work do you feel the Council of Governors has added value?

- Helping to define the Quality Goals
- Providing challenge e.g. in relation to the NED and Chair performance and remuneration; through providing views of their constituents; and challenging the Board about the performance of the organisation and to make its communications more concise and understandable – a particular example being revisions to performance reporting
- Providing service user and carer experience feedback
- Probing and holding the Board to account on different issues e.g. patient mortality data, staff labour turnover,
- Taking part in service user involvement and carer activities
- Taking part in Trust events
- Staff Governors are working closely with staff side and HR to feed in staff views and have influenced the work of the Freedom to Speak Up Guardian
- Strength of community and VCS linkages – providing an important perspective on issues
- Through area representation – this provides an important reminder that the context in which the Trust provides services varies across the patch
- NED recruitment
- PLACE visits, Integrated Performance Report review
- Delivery of 'holding to account' bite size training
- Bringing the community perspective/voice into the Trust i.e. via the Governor open house meeting at the Annual Members Meeting.
- Acting as ambassadors for the Trust
- Helping to shape service developments

Question 2: In which areas of the Trust's work do you think the Council of Governors could add value during the coming year?

- Helping the Trust to understand what resources exist in their communities that the Trust may be unaware of and how best to engage with their communities (through targeted engagement)– this could assist in the delivery of the 'prevention/self care' agenda.
- Promotion of the 'Outstanding' agenda
- Getting involved in specific areas and championing them e.g. Freedom to Speak Up, staff engagement, patient and service user engagement

- Continuing to act as ambassadors for the Trust in promoting the work of the Trust externally
- Continuing to seek service user and carer experience feedback
- Providing more structured input from the areas they represent
- Engaging in the main Trust Board committees
- Getting involved in the 'You and Your Care' structures
- Further involvement in the seeking of feedback from service users and carers at clinics
- Following up actions from facilitated discussions
- Helping to identify and then taking part in bespoke task and finish groups
- Acting as service champions/linkers
- Engaging with other local governors on accountable care/alliances
- Supporting community health care developments (early intervention)
- Employment, diversity and inclusion