

GOVERNOR SURVEY REPORT 2016-2017

The survey

The governor support programme at NHS Providers has now been in place for over a year and in August 2016 we carried out our first annual survey of governors. We received 104 individual responses to our online survey, from 33 member trusts providing acute, ambulance, community and mental health services.

Key findings

The results of our first survey showed us that many of the resources we offer are used and valued, however it also illustrated that many respondents are not aware of all that we do.

2/3

of respondents use the NHS Providers guidance documents for governors and our newsletter for governors.



governors value the information and networking offered by our annual *Governor focus* conference.

49%

of respondents were very or fairly satisfied with the work of the governor support programme, 8% were dissatisfied, 30% were unsure and 13% hadn't heard of it or didn't know.

61%

of respondents would speak positively about NHS Providers governor support programme, 2% would speak negatively, 25% were unsure and 12% hadn't heard of it or didn't know.

What NHS Providers does well

GOVERNWELL TRAINING COURSES

Survey respondents who had attended GovernWell courses were positive about the quality of the training. This correlates with evaluations from this years' courses which show that 100% of attendees would recommend the training.



“*GovernWell training courses are excellent and provide the ideal content for governor training.*”



GUIDANCE DOCUMENTS

These were one of our most well-known resources, with over two thirds of respondents using them.

“*Keep circulating the quality information you do.*”



ANNUAL CONFERENCE

Over a third of survey respondents had attended at least one of our annual *Governor focus* conferences. Our 2016 conference was attended by 200 governors, with 82% rating it good or excellent.

“*Annual conference very helpful and informative.*”

Areas we can improve

ISSUE	WHAT ARE WE DOING?
Raise awareness Many respondents were unsure about the role of NHS Providers and the extent of the services we offer to governors.	Overleaf is a summary of some of the key resources available through NHS Providers governor support programme and how to access them. We will continue to work with members to find new ways of sharing information on developments to the programme and the opportunities available.
Governor policy board Many respondents commented that they were not aware of who the governor policy board are and what their role is.	Governors are represented at NHS Providers through an elected governor policy board. The policy board guides the work programme and ensures that the collective voice of councils of governors is heard within and communicated by NHS Providers. Over the course of this year we will find ways to better communicate their role and what they are doing; for example this could include a presentation at the next <i>Governor focus</i> conference or a blog by a governor policy board member.
Communication Respondents felt one of the reasons for the lack of awareness was that communications were not reaching governors.	We will review internally how we communicate with governors to find the most effective way of sharing information and broadening our reach.

NHS Providers offer

NHS Providers is the membership organisation for NHS foundation trusts and trusts. We aim to be a professional organisation that gives voice to our members' views, influences on their behalf and provides support for them. As well as working with trust boards, part of our remit is to support councils of governors in undertaking their duties.

Our governor support programme provides a wide range of resources to help governors understand and develop in their role, **many of these are free**.

You can find out more about any of the resources below by visiting our website

www.nhsproviders.org/programmes/governwell or emailing us at governors@nhsproviders.org

WHAT'S AVAILABLE?	MORE DETAILS	HOW DO I ACCESS IT?
Guidance documents for governors	Short expert briefings with practical information on specific aspects of the governor role; for example appointing an external auditor or chairing governor committees.	Free to download from the NHS Providers website.
Governor focus newsletter	Our regular email newsletter helps governors keep up to date with relevant news and policy.	To be added to the circulation list please email us.
Regional governor development days	These free to attend days explore governor duties in more depth, share interesting practice from around the region and offer governors the chance to network.	To find out about upcoming workshops check the NHS Providers website or email us.
GovernWell training	Our well-established and highly rated training programme provides governors with the information and skills required to undertake their role. We also offer bespoke training for trusts.	For the latest course dates and prices visit the NHS Providers website.
Annual Governor focus conference	Our flagship annual conference provides a national policy update, the opportunity to hear from senior leaders in the NHS on topical issues, as well as networking with 200 other governors.	Members of NHS Providers are offered at least one free place for governors at this conference each year.
Induction toolkit	These free presentations and workbooks help governors and trusts ensure they have covered all the key information for a successful local induction.	Free to access on the NHS Providers website.
Governor case studies	Insight and inspiration on the governor role from governors, NEDs and chairs.	Free to access on the NHS Providers website.
Online jargon buster	To help governors to understand common abbreviations and acronyms linked to the governor role.	Free to access on the NHS Providers website.

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It is encouraging to see that the products and information we provide are increasingly well used and appreciated by governors. In the coming year we will make sure that more governors have the opportunity to make use of these and to contribute to our work. In these challenging times it is critical that governors are as well informed as possible.

Saffron Cordery
director of policy and strategy, NHS Providers

NHS Providers is the membership organisation and trade association for the NHS acute, ambulance, community and mental health services that treat patients and service users in the NHS. We help those NHS foundation trusts and trusts to deliver high quality, patient focused, care by enabling them to learn from each other, acting as their public voice and helping shape the system in which they operate.

NHS Providers has 95% of all NHS foundation trusts and aspirant trusts in membership, collectively accounting for £70 billion of annual expenditure and employing more than 964,000 staff.



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