

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST

EXECUTIVE SUMMARYREPORT TO THE COUNCIL OF GOVERNORS25 SEPTEMBER 2018

Subject	Evaluation of new CoG meeting format
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Status	For Review

PURPOSE OF THE REPORT

To seek the Council of Governors' approval of the new meeting format.

KEY POINTS

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| <ul style="list-style-type: none"> • All attendees of the Council of Governors Meeting in the new format held on 22 May 2018 were invited to provide feedback on the meeting via completion of a questionnaire. • Analysis of the feedback is attached. • The analysis was reviewed at the Governors' Forum meeting on 6 September 2018, the following comments were highlighted: <ul style="list-style-type: none"> ○ Venue generally rated well and it was accepted that it is the most appropriate venue for CoG meetings; ○ Room layout was approved and it was thought that round tables worked well; ○ Time of the meeting suited all those who commented; ○ Most people could hear speakers most of the time; ○ Of those who commented most thought the agenda was appropriate. Reducing duplication of items at BoD and CoG should be a priority. Governors' issues on the agenda should be maintained; ○ Engagement/interaction with NEDs and Executive Directors was good and appreciated ○ Refreshments would be appreciated; ○ A further evaluation following the next CoG meeting was requested. |
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IMPLICATIONS

AIM OF THE STHFT CORPORATE STRATEGY 2012-2017		TICK AS APPROPRIATE
1	Deliver the Best Clinical Outcomes	X
2	Provide Patient Centred Services	X
3	Employ Caring and Cared for Staff	X
4	Spend Public Money Wisely	X
5	Deliver Excellent Research, Education & Innovation	X

RECOMMENDATIONS

The Council of Governors is asked to APPROVE the new meeting format.

Council of Governors

22 May 2018

Evaluation of new meeting
format

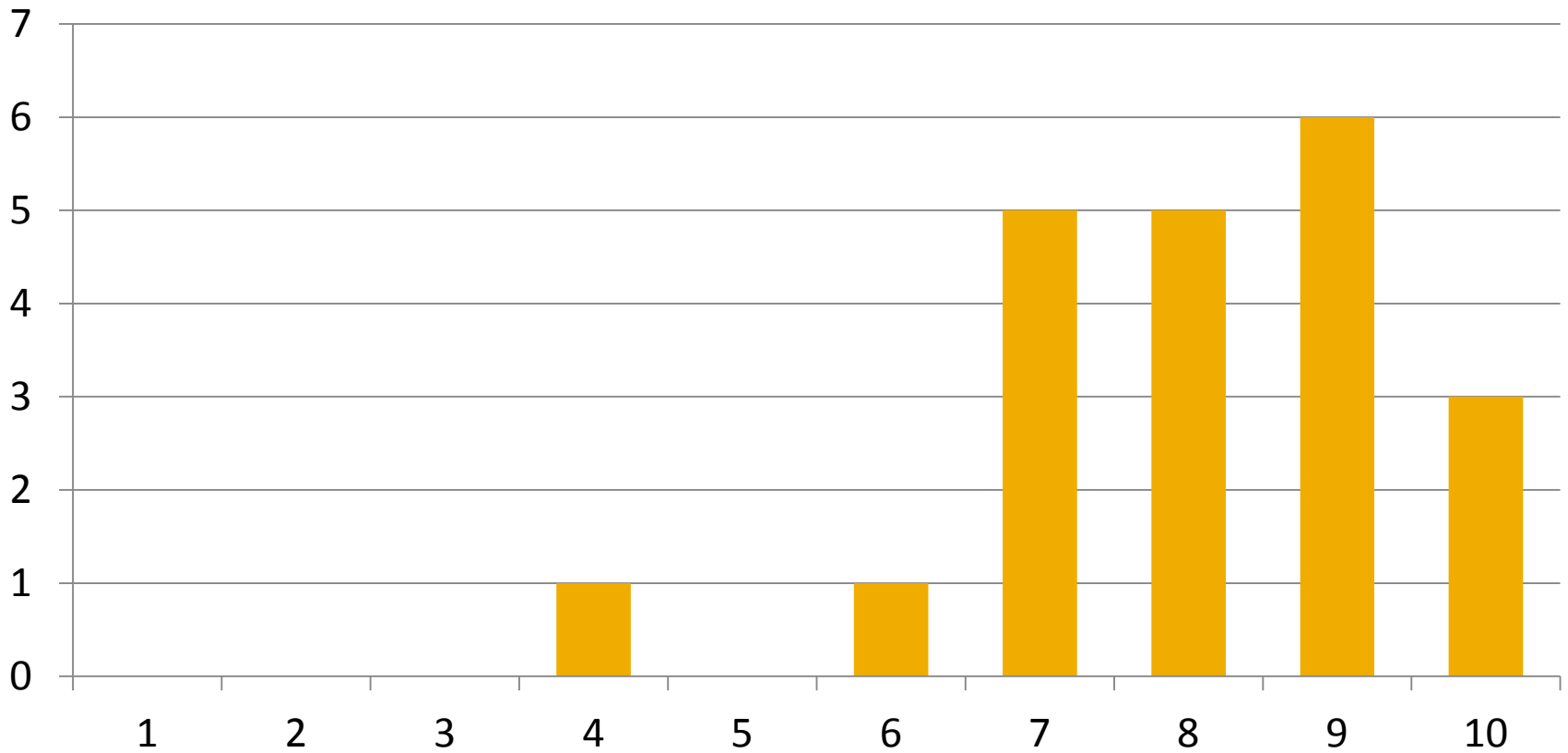
Analysis of questionnaire responses

Of 36 CoG attendees 20 were governors and 16 were Board Members/Other. 4 Apologies were noted.

36 questionnaires were distributed. Of the 21 responders 16 were governors and 5 were Board Members/Other.

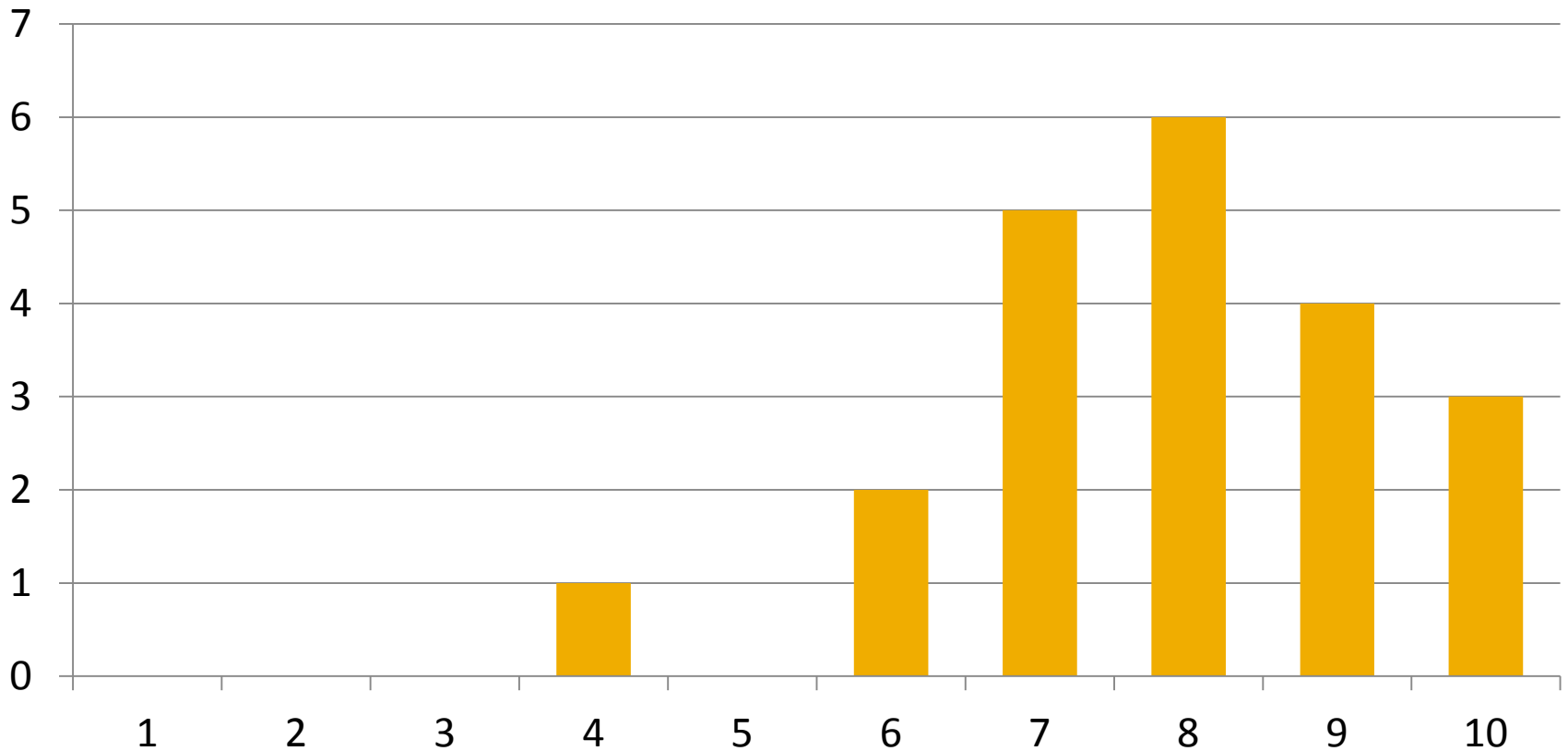
Q1 How did you rate the venue?

1 = poor 10 = excellent

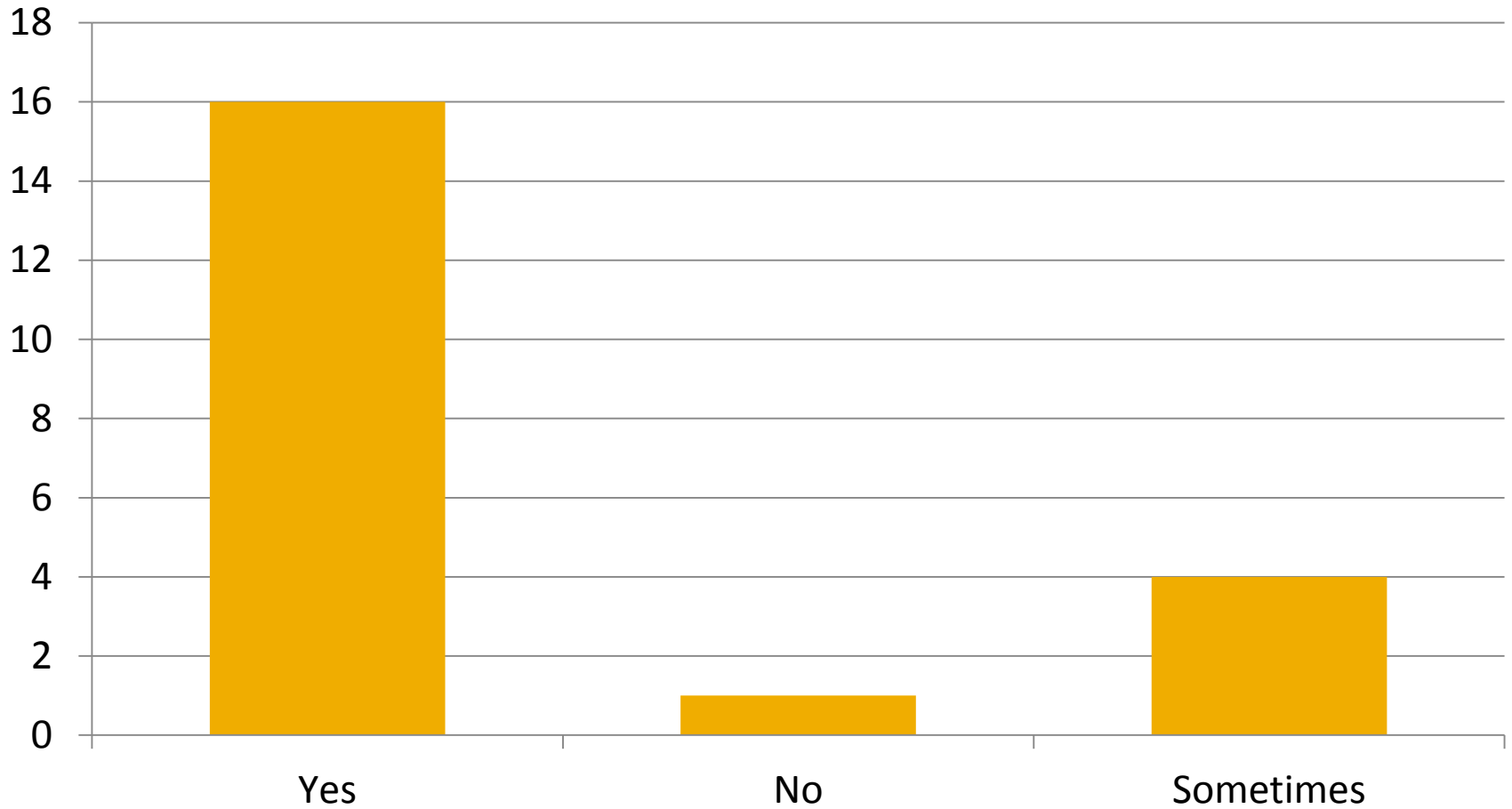


Q 2 How would you rate the room layout?

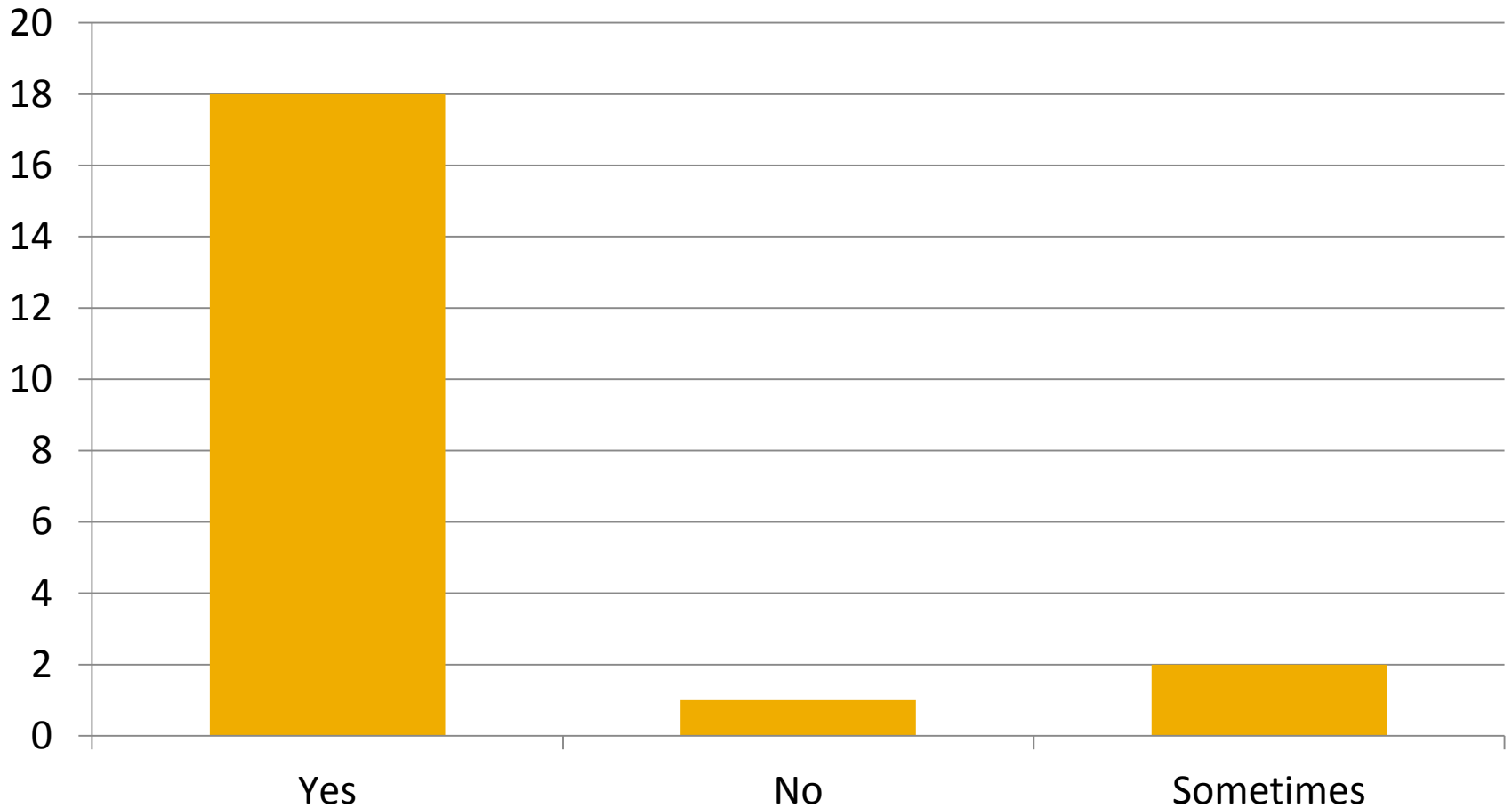
1= poor **10 = excellent**



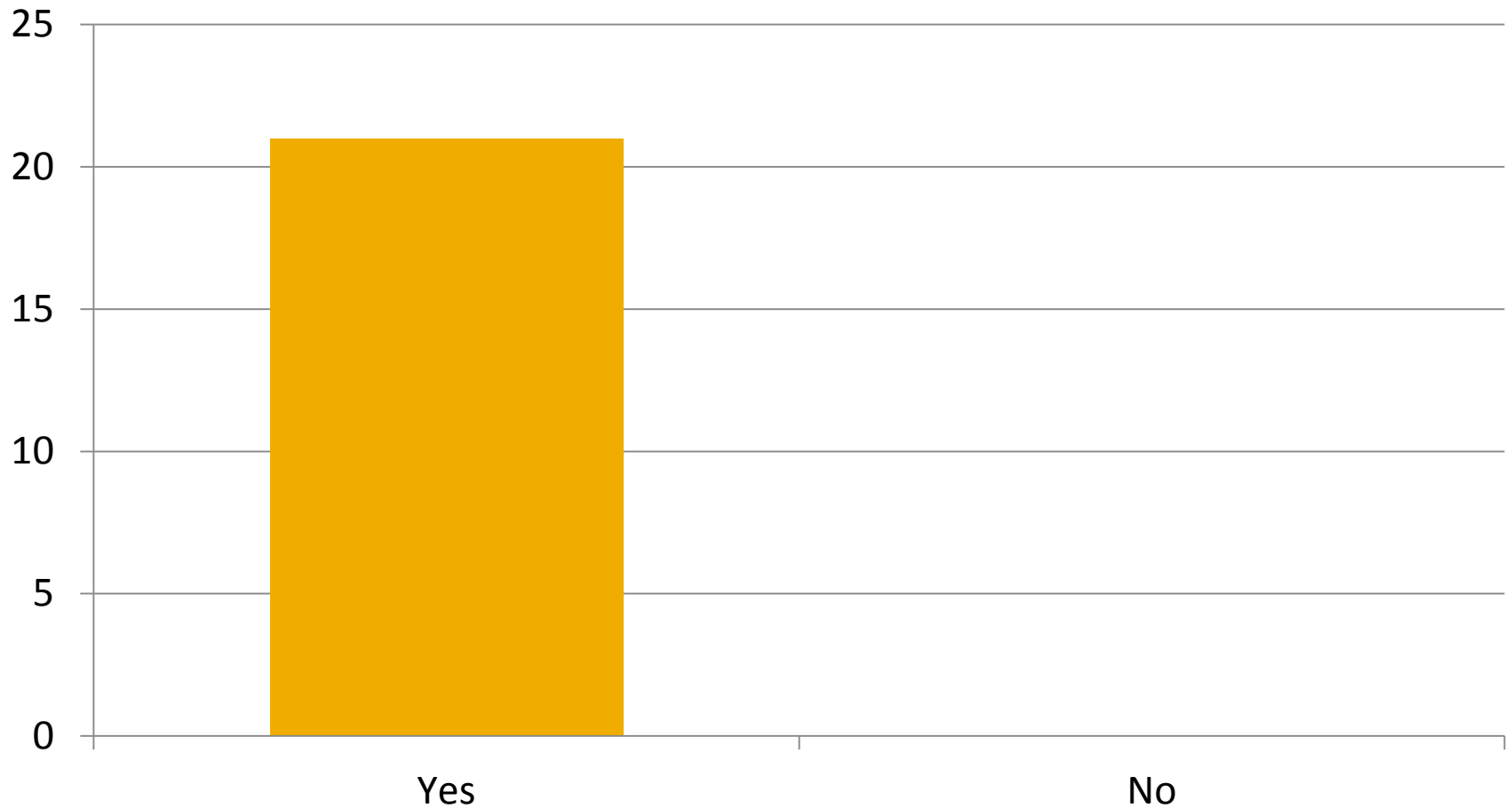
Q3 Could you hear the speakers?



Q4 Could you hear colleagues?



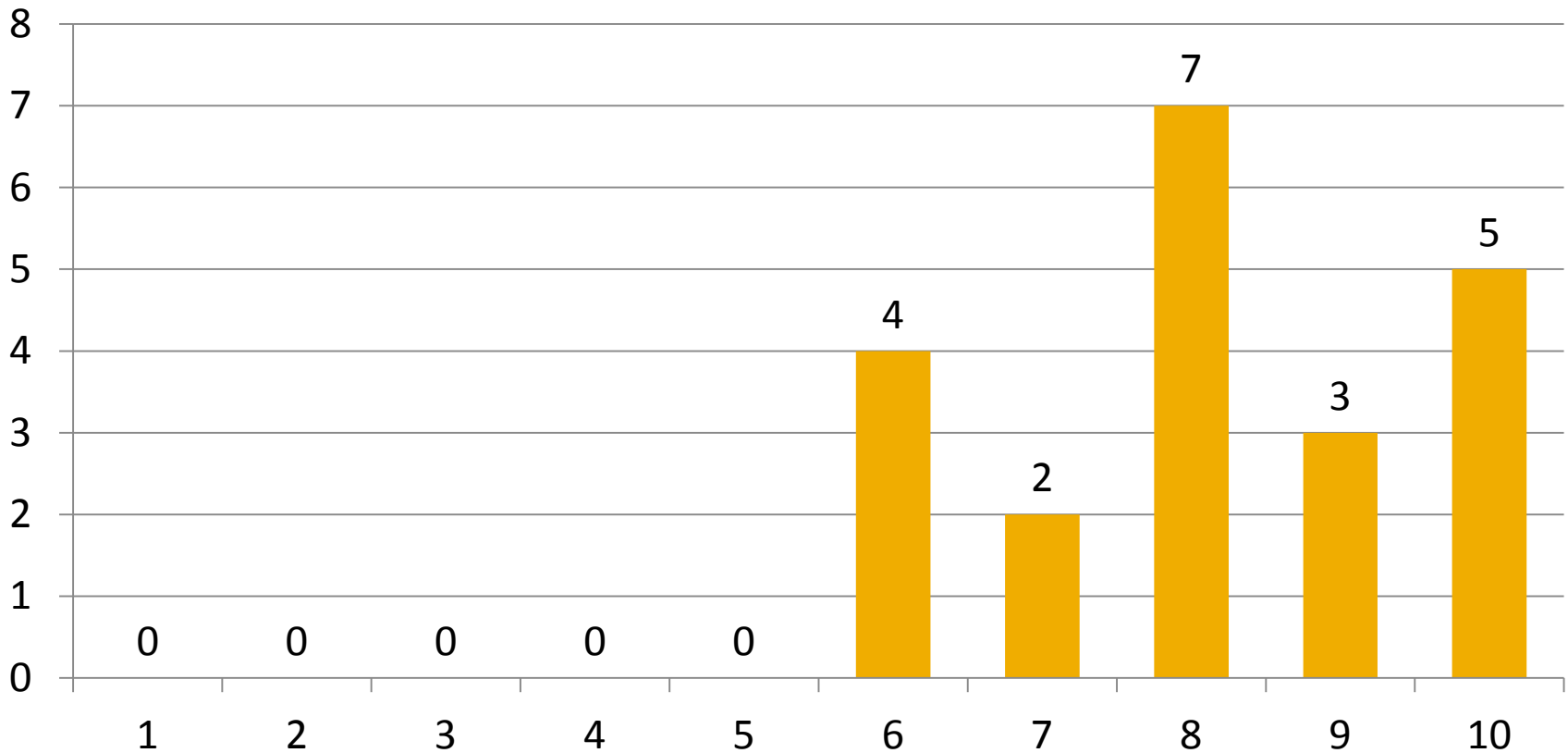
Q5 Was the meeting held at a convenient time for you?



Q6 About the agenda

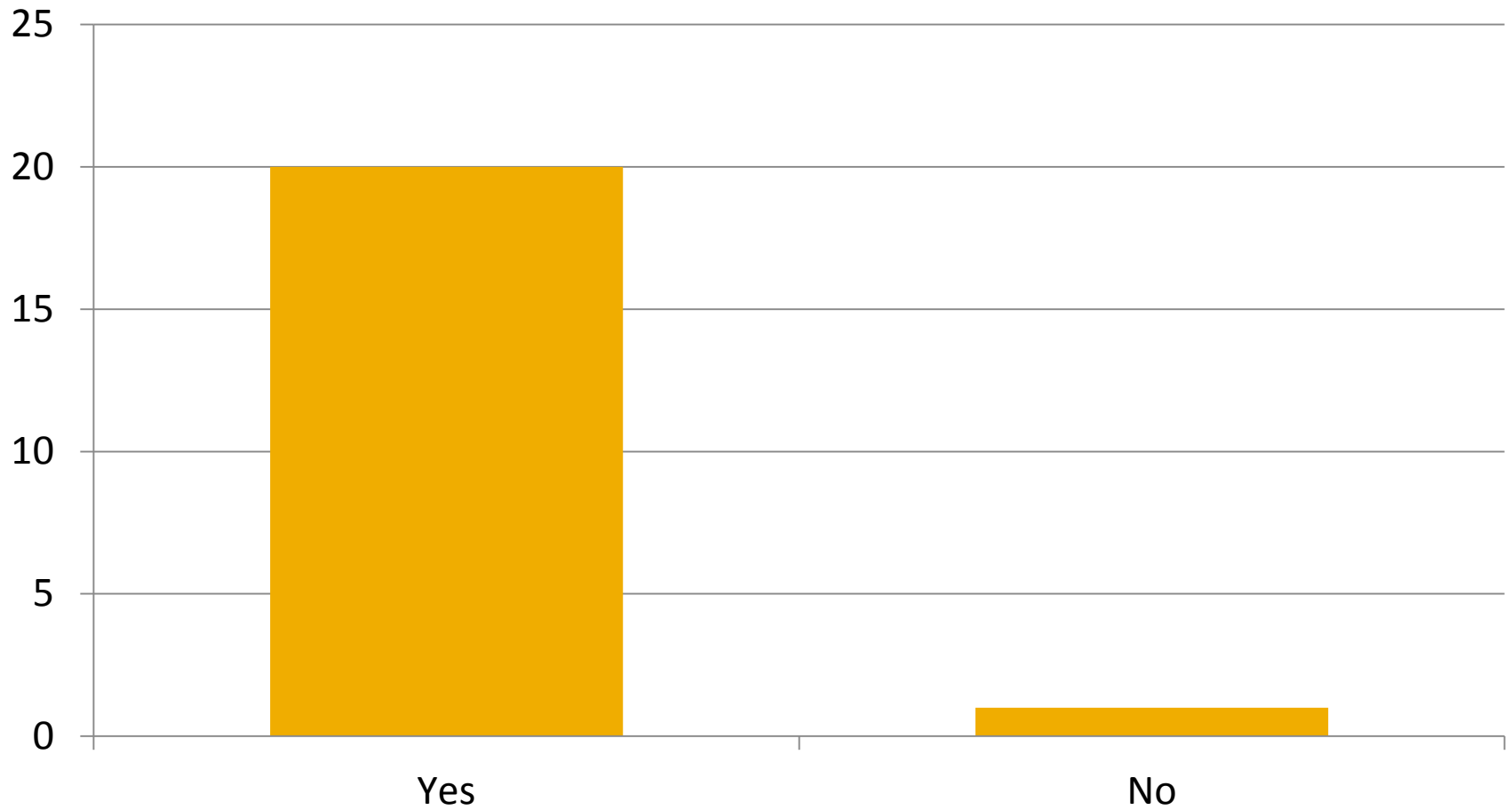
(a) How would you rate the reflection and feedback session following the Board of Directors meeting?

1= poor 10 = excellent

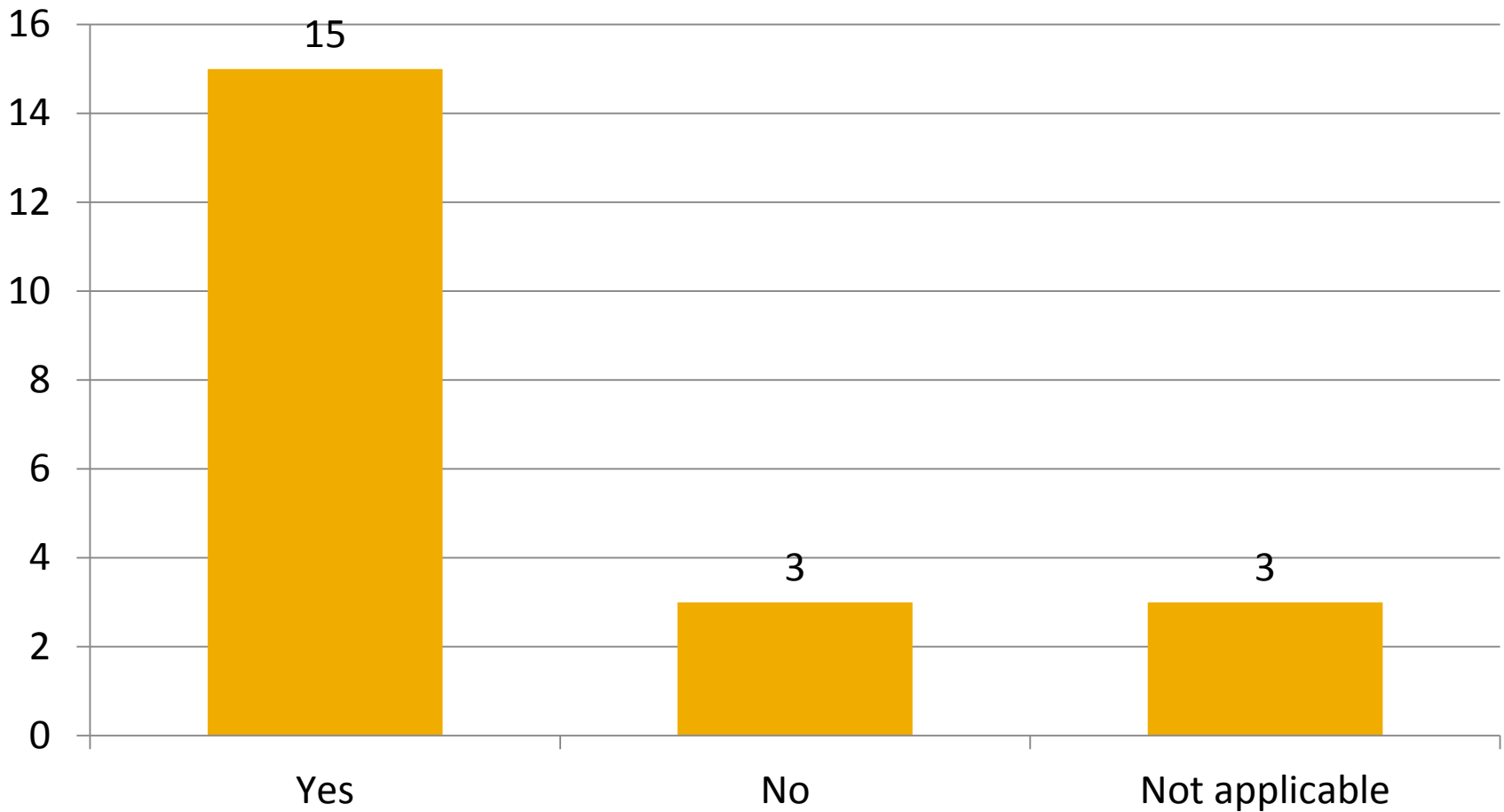


Q6 About the Agenda

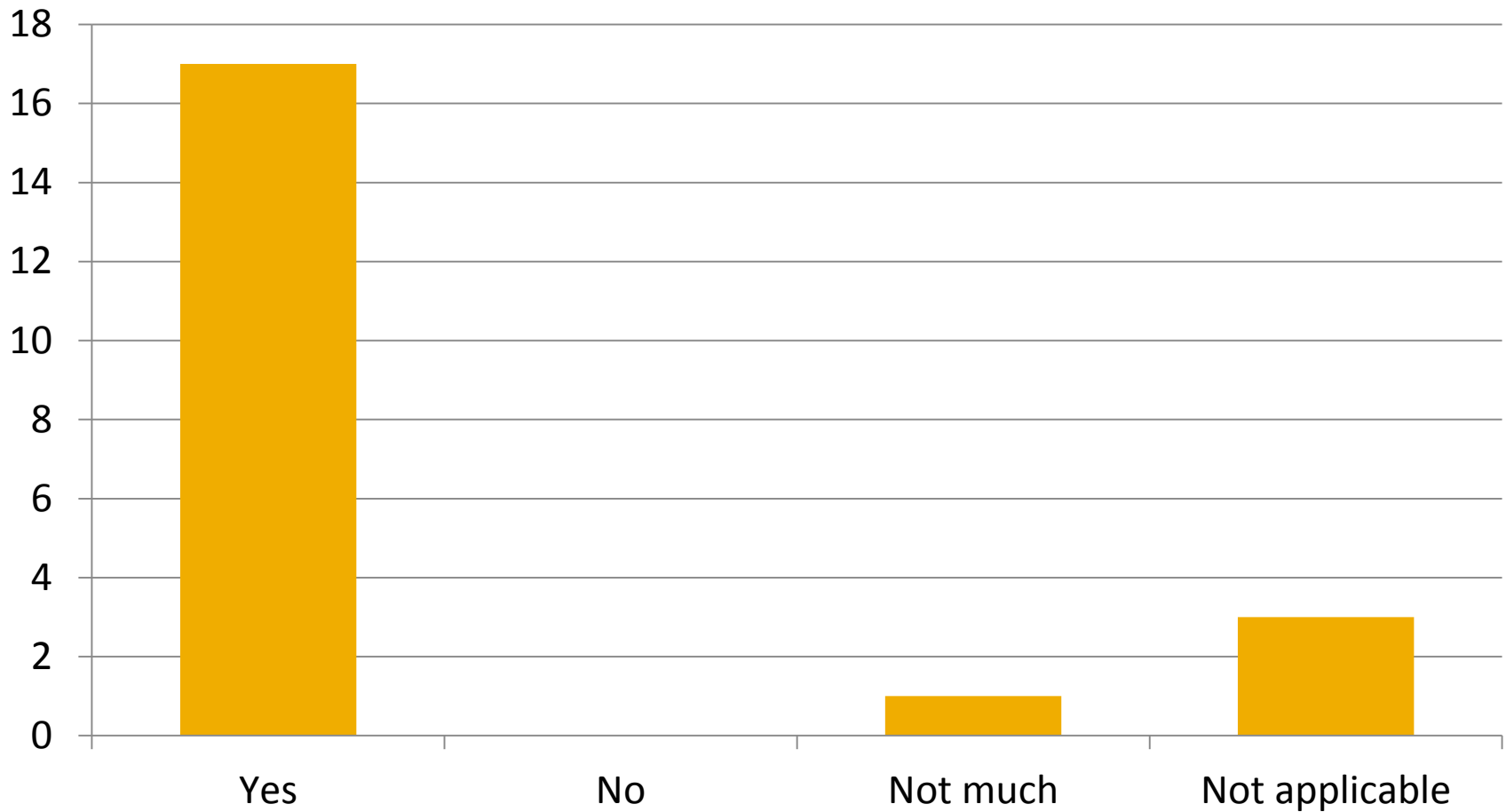
(b) Were appropriate matters included



Q7 Were you able to observe at today's Board of Directors meeting?



Q8 Did you have an opportunity to talk to board members?



Q 9 Do you have any other comments

What went well?

- I thought the NEDs were more involved, as they were split up and sitting at the tables with us, instead of being round a big table, or even at the sides, not taking part.
- The small table format worked very well, I felt.
- I thought the new style was very effective. It was good to chat with Hilary Chapman and Annette Laban and it enabled a good too and fro conversation with both contributing their opinions and where they would like us to be headed (our table mainly covered innovation). Other tables seemed to engage with their NEDs and directors and were involved in conversations on different aspects of the Trust so overall knowledge of the governors grew significantly more than the old style of meeting.

..... what went well

- As always good to spend time with governors, it stimulated good debate and enabled governors to raise questions with board members and seek clarification. The session was well chaired – without this it maybe wouldn't have worked so well.
- Round table discussion.
- Plenty of discussion between governors and board members. Discussions felt open and honest.
- Generally it went very well. The atmosphere was warm and friendly, until one governor overstayed his welcome, but somehow that should not be allowed to shade down general approbation. The Chair seemed very relaxed and that helped things to flow. On our table, Annette and Hilary, were able to share a lot of their insider knowledge of events and thereby be helped.

.....what went well

- Good to interact with board members and to have an informal discussion.
- The new table arrangements were so much better with smaller groups sitting at each table having discussions together. The added microphones were excellent. In all a very good move from the old seating arrangements much more intimate.
- Really fab to have the opportunity to talk to the NEDs and board members in a very informal way. Nothing was off limits – we went on and off the agenda from the board meeting. Everyone who spoke was valued and people seemed genuinely interested in what everyone had to say. Looking forward to the next one to meet up with a different group of board/NED folks. Also liked the tea and biscuits bit of the afternoon too – I was ‘mugged’ by one of the NEDs and we realised when chatting we had a lot of common ground.

.....what went well

- The discussions with NEDs and Execs at the table.
- Much better than the old style of meeting. Good opportunity to question Execs and NEDs.
- The meeting on 22 May was good, it was warm and open.
- Good discussion about BoD meeting whilst it was fresh in everyone's minds. More opportunity than in the previous format for discussion rather than a series of presentations.
- I thought this provided a much better opportunity for directors and governors to talk to each other. The format is fine and will improve over time.
- Good idea to split us all up on separate tables. Easy to talk to the NEDs. Far more intimate and friendly atmosphere sitting at smaller tables. Microphones enabled us to hear everyone speak. Worth continuing in this format.

.....what went well

- On a positive note the Chairman and directors made a great effort to give clear and honest answers to questions put forward by governors. There is a great culture of transparency and openness and governors feel free to approach directors in a free and easy way.
- Good conversation in the room.

Q 9 Do you have any other comments

What could have gone better?

- I think there is space for governors to sit at observation tables in the same location as the chairs were placed, that would allow governors to place their paperwork on the table instead of balancing it on their knees constantly and would allow a shift in the position of their seating.
- I thought the gap between the BoD and CoG was very small, I didn't have time to eat. Next time I will bring a sandwich so it can stay as a small gap! I wonder if the timing of the meeting discriminates against people who are at work.
- The Board meeting followed immediately by the Governors meeting meant for a very long day. A few sandwiches and some decent coffee at the interval between them would make interaction with the nonexecs easier and the day itself more pleasant. It was also particularly irksome to have the same material (chairman's [sic] report) discussed twice. The othering of governors who, for whatever reason, disagree with procedural matters is really unpleasant and begins to feel rather like bullying – I would have liked to see the chair intervene when other governors were being ill-mannered towards the individual. Whether one agrees with another governor or not, he must, surely be heard.

.....what could have gone better

- Bar the odd mic slipup (which didn't really affect the meeting at all) it went very well I thought for a first run through!
- I guess some attendees not picking up issues that should be addressed "off-line" rather than taking time at the meeting.
- Repetition of BoD meeting unnecessary. The whole event was long. One governor dominated with comments/questions.
- Sound/microphones.
- Some duplication between the observed BoD and CoG. As most governors did observe BoD a second run through of the CE's report seemed unnecessary.

.....what could have been better

- The refreshments weren't really adequate for the length of the combined meetings. We need to build in a sandwich or two and a lack of coffee was unusual. I've ticked NO to the acoustics because (a) there was quite a forgetfulness to use the mikes and (b) on the table, hearing became more difficult as noise levels rose in the room I'm not sure what could be done about the latter. Table discussion could have gone on longer, and will, I think, when we don't have a private CoG meeting before the main CoG. Information given at the Board meeting should not be repeated in the CoG. It should be taken as read. The seating arrangements for the Board meant that governors/public were unable to see the screen without turning round. Difficult because any arrangement will leave someone with their back to the screen.
- There is repetition of items/information for those of us attending both BoD and CoG. Maybe this could be improved – ie there could be a briefing session between BoD and CoG for information and question/answer.

.....what could have been better

- The repetition of the CEs notices was a little dull – not in content – just that we had heard it all before in the Board meeting an hour or so beforehand. Fully recognise that some governors could not get to the Board meeting but for those who did – this was repetition. Is there any way we can have a briefing paper to note for those who did not make the Board meeting to keep those governors who did hear it the first time round more engaged? A particular governor hogged the mike a bit last evening this was sad. Good reply from another governor to reduce the ‘going on and on’ a bit so perhaps we, as governors, need to manage it a bit better in that we get the lengthy discussions sorted in the Governors’ Forum meetings and do not let them spill out into the CoG. Unfortunate that the last word should have been the Chair thanking Andrew and Hilary but it was hijacked by a bit of a rant by a governor about car parking. As they say in comedy – timing is everything.

.....what could have been better

- The sound system (soon to be updated).
- Did get rather noisy at times. Could hear colleagues around the table but sometimes difficult. Governors need to learn to ask appropriate questions relating to BoD.
- Small tables were good but need to be put so can see other people. It was wrong that governor keep talking right at the end – not good.
- Difficult for those governors who had been unable to attend the BoD meeting and for those who had there was an inevitable degree of duplication of issues.
- Audio system needs upgrading. Maybe we could provide more time over coffee/tea for directors/governors to chat informally.
- My only criticism – it would have been good to have drink refreshments in the room of CoG meeting (or outside the room) No coffee provided only tea and water/orange downstairs. Not enough cups/glasses.

.....what could have gone better

- I personally do not favour the cabaret style because whilst it may be less formal it is an approach that doesn't always aid getting through a long and full agenda. Some formality and structure is essential.
- Microphones didn't always work.

Discussion and Response