GOVERNOR Showcase 2018

NHS
Derby Teaching Hospitals
NHS Foundation Trust

GOVERNORS LOOKING THROUGH CARE QUALITY COMMISSION'S EYES

Governors wanted to take on a more active role in observing the quality of care and have their own view on how the trust was delivering its services.

The council of governors have an active working group that carries out regular audits on wards and departments which they have tailored around CQC' 5 key lines of enquiry. During the visit the governors observe and talk to staff from all disciplines. This gives governors essential assurance on the quality of care but also allows them to raise any areas of concern with the board and share learning. Group members also participate in 'board 2 ward' visits and any mock CQC inspections.

The benefits to the trust are:

- **governors provide another set of 'eyes and ears'**
- **governors fulfil their essential roles of holding the board to account**
- **governors are representing the views of the public, as they can provide first-hand experience to give another layer of assurance, ensuring that any problems are raised and tackled effectively.**

The profile of the governors is raised across the trust and this group of governors also have a link with their local CQC contact in order to provide feedback.

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