RAISING AND VALUING LESS HEARD STAFF VOICES THROUGH STAFF GOVERNOR ROLE

In establishing the council of governors, we wanted to ensure ‘less-heard’ staff had a voice in our trust. We established two staff governor roles to represent healthcare assistants and support staff.

They have played an active role in demonstrating the value of healthcare assistant roles and empowering staff to use their voice to influence their organisation. Being part of discussions with other governor and board colleagues, the staff governors have demonstrated the benefit of staff feedback.

Healthcare assistants are the backbone of community services and have a unique relationship with patients. This model allows us to tap into this resource and identify leaders from within this group to empower and encourage their colleagues to share ideas and take ownership of their organisation. This delivers better care, better outcomes and is a better use of resources.

Jean Dipple, a staff governor, said: “my impact is to reassure the governors that safe, responsive care is embedded throughout the workforce. Engaging with the workforce, communicating the vision and values of organisation and developing leadership skills for all is my passion.”

Through this role, this staff group have seen more recognition of their role within the trust and have been inspired. We have our future staff governors ready and waiting.