

Themes from governors on issues relevant to their roles (Day 1)

- Informal online/phone contact valuable outside more formal activities, especially for new governors. Examples of informal governor, governor/NED, governor briefings by Chair/CEO and governor-NED buddy initiative
- Member and public engagement- how can we enable better contact using digital and other means? Examples of virtual walkabouts and online discussions with staff members working in community
- System working – how do governors get information? Ambulance service involved in several ICSSs which is a high additional workload
- Virtual working requires governors to be supported and trained. Internet challenges in rural areas
- Digital technology brings new ways of working. Downside is an increase in circulated documents and in some trusts less opportunities for debate
- Variation in Lead Governor role - examples of effective co-ordination and linking the Chair/Board back with the governors. Caution for staff governors taking on large amount of responsibilities.
- Chair is pivotal to the Governor-NED relationship.

Themes from governors on issues relevant to their roles (Day 2)

- Accessible and compatible digital systems required across all trust types
- Governors need to understand the role of the board in digital strategy + have own knowledge
- Technology had enhanced the collective working of Councils of Governors (CoGs) during the pandemic. Governors should not be afraid or risk adverse around new developments
- Collaborative digital design involving staff and patients/service users from the start.
- Digital exclusion an important consideration - example of IT literate governors buddying with those that are not
- Important learnings from successful digital transformation elsewhere (military, Milton Keynes NHS)
- Digital engagement with members - example of digital members newsletter and a series of clinical talks for governors and members online. Staff governor engagement innovation through webinars, online portals, blogs and utilising key roles e.g. professional development nurse
- Achieving the diversity of governors is difficult. Under-representation of young people and ways to improve e.g. better engagement with 6th form colleges, youth councils etc
- Interest in more details of CoG effectiveness surveys and Governor Advisory Committee election.

Themes from governors on issues relevant to their roles (Day 3)

- Joined up thinking needed between physical and mental health
- Consequences of COVID-19 (unemployment, isolation etc.) are exacerbating mental health
- Isolation manifests itself in many ways, one size doesn't fit all
- Variation in board/governors actively engaging with joint priority setting
- Carers need to be recognised as a group with increasing mental health needs as lockdowns persist
- Second wave of COVID-19 a big challenge for staff
- Governors can seek assurance from NEDs re: staff health and wellbeing
- Tailored approach to supporting staff required depending on their roles
- Important to ensure as a collective, governors play to each other's strengths
- Challenges for new governors joining in the virtual world so sharing best practice on induction would be welcomed
- Council of Governors (CoG) not being bogged down with Red, Amber, Green (RAG) ratings etc. but instead driving the strategic issues and holding the Board to account for achieving these
- Some governors feeling side-lined, only having formal meeting every two-three months and many sub committees etc. cancelled or rearranged at short notice.