

## Impact survey headline results

Sincere thanks to all governors and trust staff that gave their views on the NHS Providers' governor support programme via our recent impact survey. Whilst we collect 'on the day' feedback from all of our training and events, we were keen to find out any impact that has been made as a direct or indirect result of any aspect of our offer.

Despite the busy winter season we received 209 responses from 98 foundation trusts. The service reported by governors as being used the most was virtual workshops. Feedback for this service was also very positive, with 80% of governors and 74% of trust staff answering 'A great deal' or 'Quite a bit' when asked how satisfied they were with them.

*"I've attended face to face and virtual events since 2015 so have benefited from a wide range of presentation topics and governor discussions. The virtual workshops during Covid were well organised and structured. In particular, I found the facilitated break-out discussions particularly interesting and useful." Governor, Acute trust, East of England*

The service reported by trust staff as being used the most was GovernWell. Our national training programme for governors also received the most positive feedback out of all the products and services. When rating this service on five different factors, on average nearly three quarters of respondents reported that the courses had helped them a great deal or quite a bit.

*"Well presented and concise with information pertinent to the role. I feel I have become a better Governor following these courses." Governor, Combined Mental Health / Learning Disability and Community trust, North East and Yorkshire*

Feedback for the governor section of the website was mixed in comparison to the other products and services in this survey. Ratings for overall satisfaction were positive from 55% of governors, but just 45% from trust staff. In the comments, governors reported the website to be topical and helpful.

*"I find them very topical as to what is happening at certain times and after national announcements etc e.g. recent white paper" Governor, Mental Health / Learning Disability trust, London*

In terms of techniques that governors and trust staff learned and reported using from NHS Providers' products and services these included better framed questioning and appointing non-executive directors (NEDs) and holding them to account. Respondents highlighted the advantages of networking with other governors across the country through NHS Providers' training sessions and emphasised that this was particularly helpful. This concurs with the on the day feedback we consistently receive from our governor events.

Regarding the working of the Council of Governors with the Trust, governors and trust staff highlighted several strengths, which included a strong working relationship and communication between governors and NEDs, the ability to see NEDs in action, and having a diverse group with a breadth of knowledge and experience. However, weaknesses included the struggles of working virtually and inability to meet in person, meeting attendance, unengaged governors, and a lack of access to NEDs.

The main issues that governors and trust staff reported their council of governors are currently focussed on were workforce, integrated care systems (ICSs), engagement, COVID-19, and the recruitment of NEDs and holding them to account. Finally Trust staff suggested various activities which NHS Providers can add to the current programme such as an overview of integrated care systems and the impact of these on the role of governors, short virtual updates, more networking opportunities for newly appointed governors, inclusion training, a programme to help governors engage and recruit new members, and clarity around the role of governance.

In terms of way forward, we plan to use this feedback to build on what we do well and focus on what we could do better. If you are interested in joining a virtual focus group to explore our website developments further please let us know via [governors@nhsproviders.org](mailto:governors@nhsproviders.org)