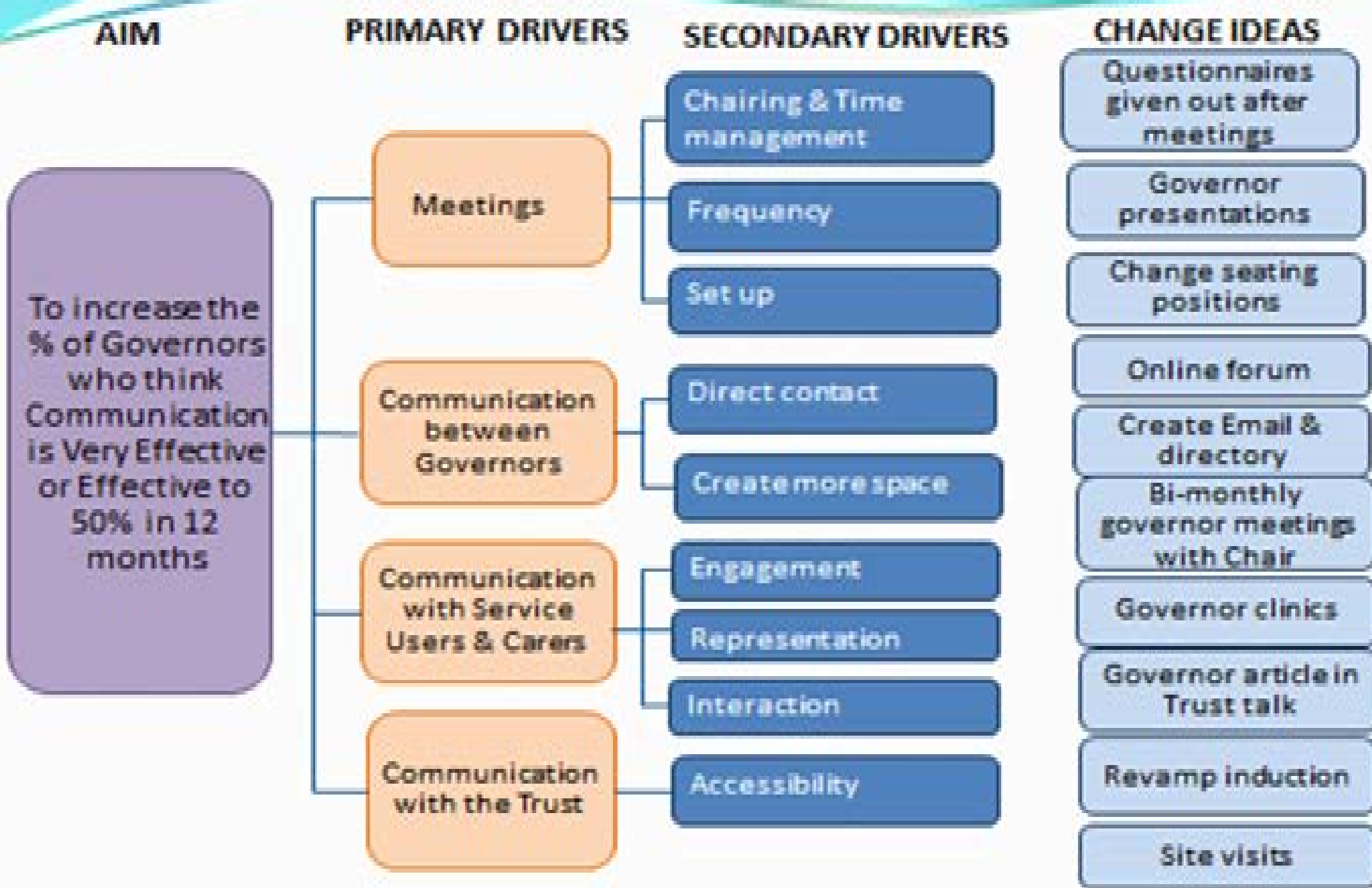


# Improving Quality of Communication by the Council of Governors

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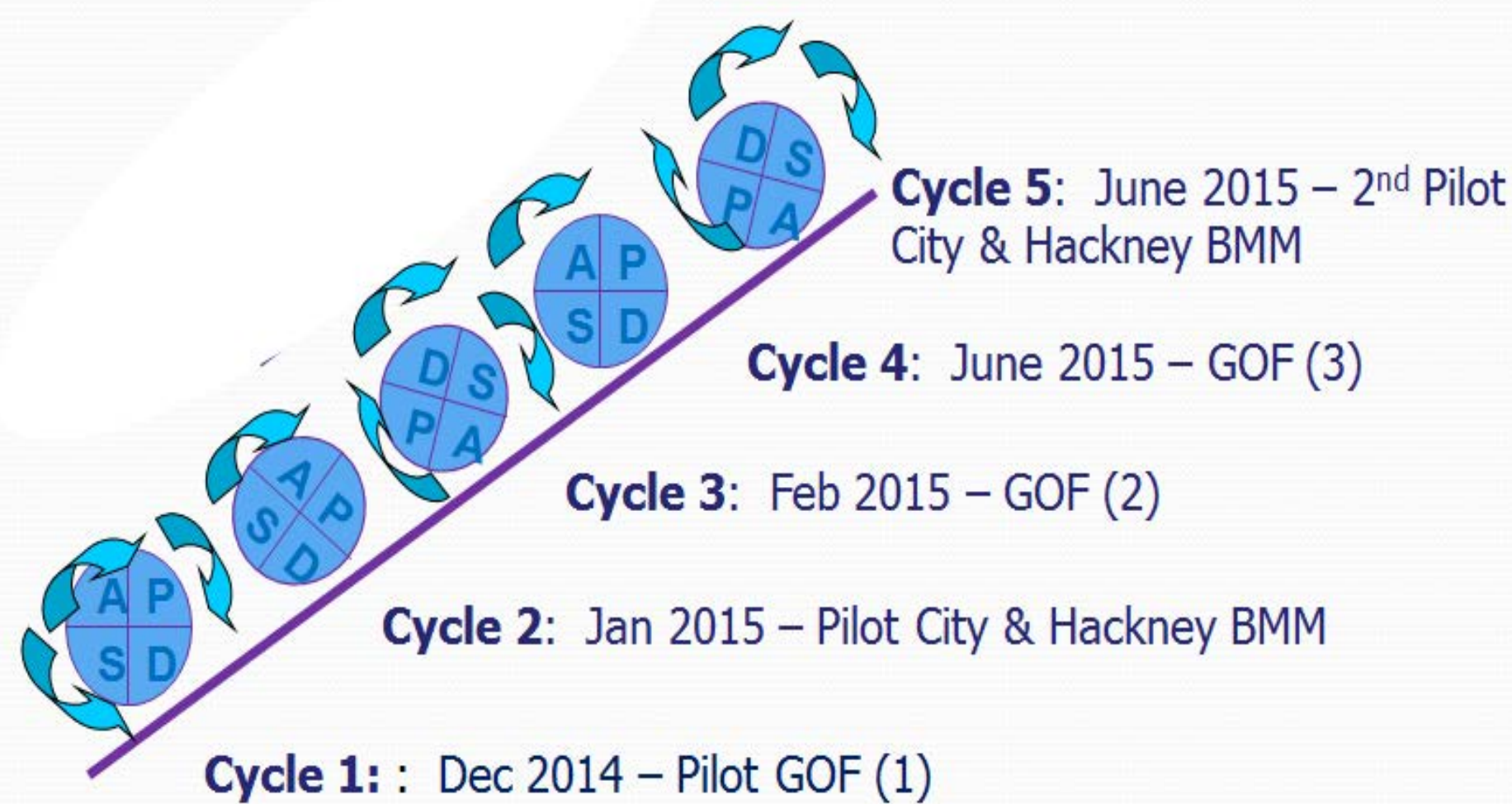
An initial survey of the Council of Governors showed that communication was important to their role and they wanted to improve the effectiveness of their communication with Members, the Trust and between themselves.

**Aim:** To increase the % of Governors who think Communication is Very Effective or Effective to 50% in 12 months

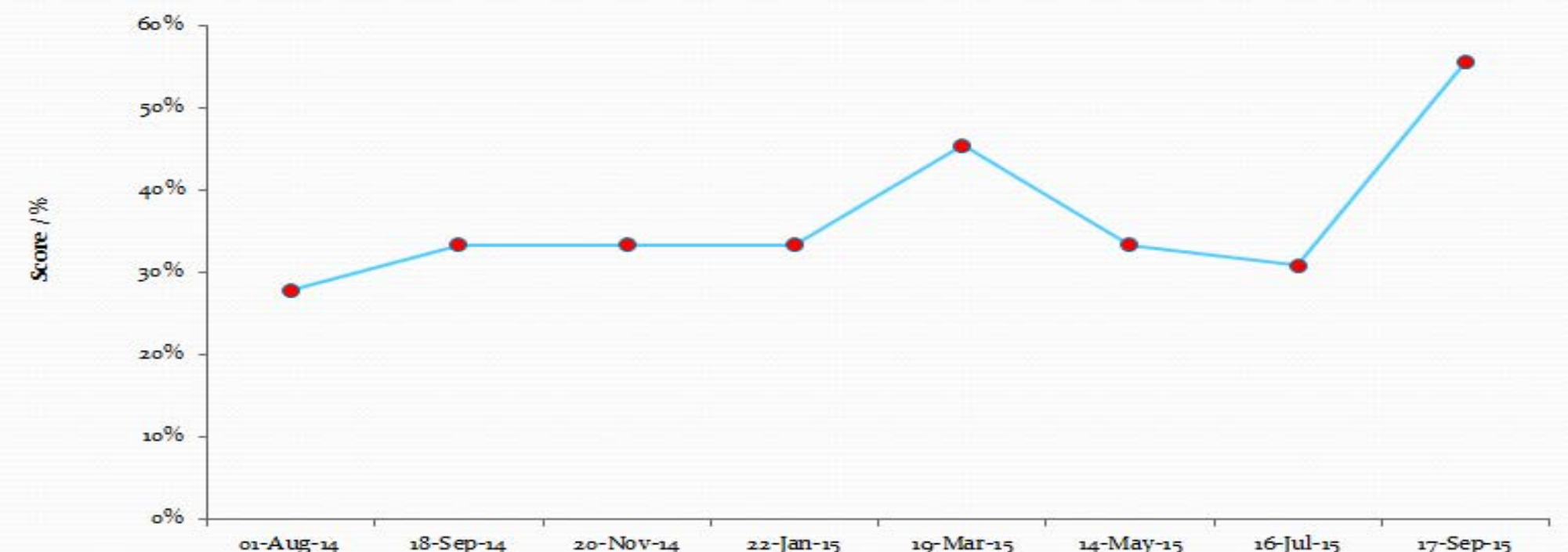
**Change Ideas:**

A QI steering group was set up and in the past 5 months, two major change ideas have been tested:

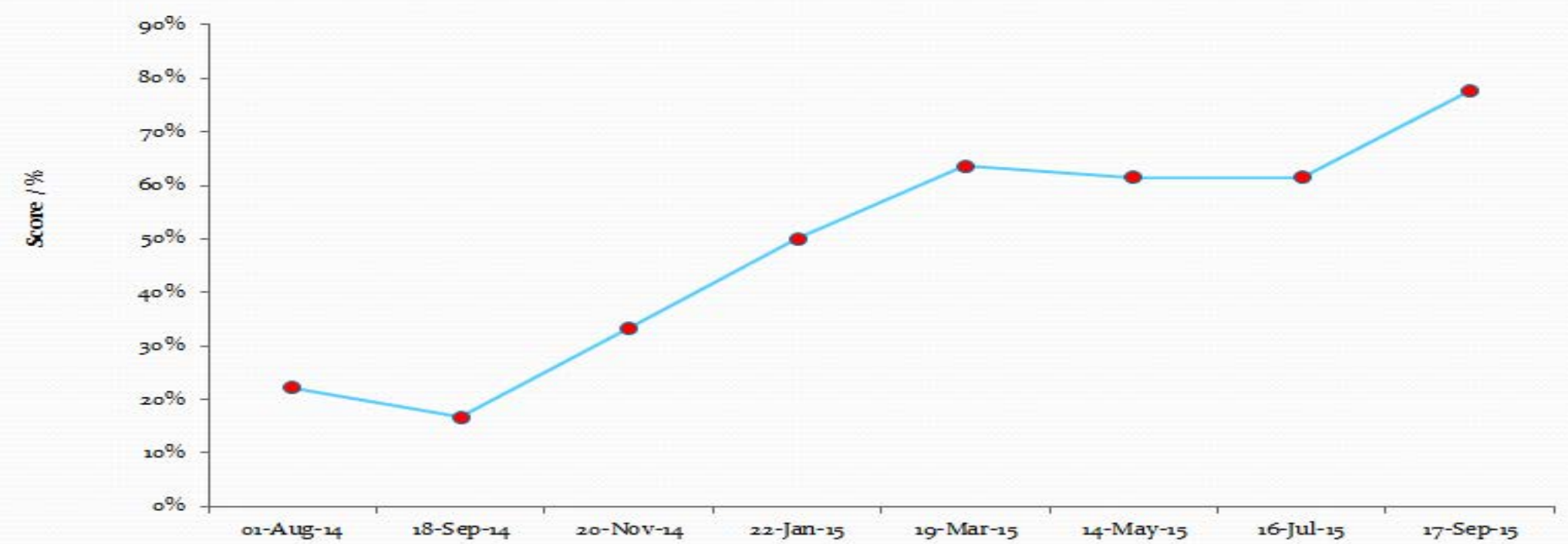
- An evening meeting for Governors to consult with Public Members in City & Hackney
- A bi-monthly Governors' Open Forum for governors to meet each other, the Trust Chair and Non-Executive Directors.



**1a. How effective do you currently find communication between yourself and Members**



**1b. How effective do you currently find communication between yourself and governors**



**Key lessons:**

Contributions to Team's Success	Improvement Ideas for the Team
Having a chair trained in QI	Every other week start meeting with a short summary (5 mins) re. how a QI project works and doesn't work
Support from the NHS Team	More team members being trained in QI
Having a cohesive & hardworking team	Agenda sent out before every meeting
Support from staff (i.e. coms, membership, QI team, sponsor)	Agenda sent out before every meeting
Working well as a team together to achieve our goals	More diverse team (e.g. staff & appointed Goves representation)
Organisation of questionnaires at COG & encouraging Goves to fill them out	Clear written clarification between our working group & Com & Eng. Committee
Informal meetings allowed space for ideas and counter-ideas	Understanding how our group interacts or overlaps with other working groups
Clear presentation of outcomes using graphs and action log	Less interpersonal conflict within the team
The enthusiasm and passion of the project lead	
The motivation of the team of Governors to improve communications	

**Qualitative feedback on meetings**

Date	What was good?	What could be improved?
20/11/14	Succinct agenda, governor presentations, working together	More time for discussion, communication, seating arrangements
22/1/15	Strict chairing, seating, agenda format	Timing for everyone to speak, relevant contributions, productivity of meeting
19/3/15	Sticking to the agenda, effective chairing, agenda items	Self-discipline among Governors, timing
14/5/15	Tight chairing, time-keeping, discussion	More time to read papers in advance, report summaries
16/7/15	Chairing, sticking to agenda, adequate time for discussion	Communication, more focus
17/9/15	Lively discussion, listening	Sticking to the agenda, more time needed

**1c. How effective do you currently find communication between yourself and the Trust**

