

Welcome to Monitor's governor survey

THANK YOU VERY MUCH FOR COMPLETING THIS SURVEY.

The results will be used to assist us in planning what support and / or training would be of help to governors going forwards, so it is extremely important to get your valuable feedback.

This survey is a follow-up to one we undertook in 2007(*), which you may recall if you were a governor at that time.

There are 45 questions, which are almost all multiple choice. It should take you no more than 20 - 30 minutes to complete the survey.

Please complete the survey by 5pm on Friday 21 January 2011.

IF IT IS POSSIBLE TO COMPLETE THIS ONLINE, PLEASE WOULD YOU DO SO. Please type the following link into your browser, and you will be able to fill this in online:

<http://www.surveymonkey.com/s/MonitorGovernorSurvey2010>

If you do not have online access, please complete the survey in pen and post it back to the following address. You do not need stamps.

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The survey is anonymous and it will not be possible to identify any particular individual or organisation in the results.

If you have any comments or questions on the survey, please contact Carolyn May, Policy Adviser at Monitor: carolyn.may@monitor-nhsft.gov.uk or 020 7340 2452.

Thank you very much again for your help in this important piece of research.

(*) This survey is based on the previous survey of governors undertaken on our behalf by Ipsos-MORI in 2007.

About you

1. What type of Governor are you?

- Public/Constituency Governor (elected by the Trust membership)
- Patient, Carer or Service User Governor (elected by Trust membership)
- Staff Governor (elected by staff)
- Stakeholder Governor (appointed to represent local authority, PCT, LHB, university or voluntary service etc.)

2. What kind of foundation trust do you represent?

- Acute trust
- Teaching
- Mental health trust
- Specialist trust

Other (please specify)

3. Which regional area does your trust fall within?

- North West
- North East
- Yorkshire and the Humber
- West Midlands
- East Midlands
- South West
- South Central
- London
- East of England
- South East Coast
- Don't know

4. How long have you been a Governor?

- Less than 3 months
- Between 3 months and 6 months
- Between 6 months and 1 year
- Between 1 year and 2 years
- Longer than 2 years
- Since the Trust was first authorised (please also tick this if relevant, in addition to one of the above)

About the Governors Body

5. How do you refer to the Governors Body as a whole?

- Board of Governors
- Council of Governors
- Membership Council
- Governing Body
- Other (please specify)

6. a) Which of the following sub-committees or working groups of the Governors Body have been set up in the past or currently exist?

b) And which have you been / are you a member of? Please tick all that apply.

	Sub- committee existed / exists	Sub- committee has never existed	Don't know if sub committee exists or has ever existed	I was/am a member of this sub- committee
Strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remuneration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Membership Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nominations/Appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social inclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)				

7. Please indicate below how often each of the sub-committees at your Trust meets. Please tick one box for each sub-committee that you have at your trust.

	8 more times a year	6 or 7 times a year	4 or 5 times a year	2 or 3 times a year	Once a year	Other	Don't know
Strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remuneration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Membership Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nominations / Appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social inclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other sub-committee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. And how often do all the Governors meet as a full Board or Council?

- Once a year
- Twice or three times a year
- Four or five times a year
- Six or seven times a year
- Eight or more times a year
- Other

9. How many of these meetings do you attend?

- Every or almost every meeting
- At least one in two meetings
- At least one in three meetings
- At least one in four meetings
- Less than one in four meetings, but do attend some meetings
- Never attend any meetings
- Don't know

10. Please indicate the frequency of each of the following. Please tick one box for each statement.

	Always	Most of the time	Sometimes	Never	No opinion / Don't know	Not applicable
Agenda and supporting documents are circulated in good time for each meeting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minutes are circulated after every Governors meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minutes of the meeting are circulated in good time for the next meeting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Action points are followed up by the governors responsible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Chair follows up the action points for which he or she is responsible	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attending executive board members follow up the action points for which they are responsible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Governor meetings are	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

productive

11. What proportion of each of the following groups of Governors at your Trust would you say you know well? Please tick one box for each statement.

	Know All	Know Most	Know Some	Know None	Don't know
Public / Constituency Governors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient / Carer / Service User Governors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Governors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stakeholder Governors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About your role as a Governor

12. For each of the following statements, please tick to indicate the extent to which you agree or disagree:

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion	Not applicable
Overall, I am clear about my roles and responsibilities as a Governor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am clear about what the local healthcare priorities are for my Trust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am clear about what the priorities are for my Trust's patients / service users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Governors should be representing the broad healthcare / mental health needs of their local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Governors should be representing the broad healthcare needs of the Trust's patients / service users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Governors should be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

representing the views of the Trust membership

Governors should be representing the views of the Trust's patients / service users

I am confident that as a Governor I could represent/I am representing the needs of the local community

I am confident that as a Governor I could represent/I am representing the needs of the Trust's members

I am confident that as a Governor I could represent/I am representing the needs of the Trust's patients / service users

The Governors at my Trust are good at communicating what the trust is doing for the local community

The Governors

jn jn jn jn jn jn jn

jn jn jn jn jn jn jn

jn jn jn jn jn jn jn

jn jn jn jn jn jn jn

jn jn jn jn jn jn jn

jn jn jn jn jn jn jn

at my Trust are good at communicating what the trust is doing for patients / service users

The Governors at my Trust are good at communicating what the trust is doing for the Trust membership

I understand what it means to hold my Trust's executive board to account

I feel I have the power as a Governor to hold my Trust's executive board to account

13. As part of the Governors Body at your Trust have you ever been involved in the following? Please tick all that apply.

- Appointing the trust Chair
- Removing the trust Chair
- Approving the appointment of the Chief Executive
- Appointing one or more non-executive director
- Removing one or more non-executive director
- Deciding the remuneration of the Chair
- Deciding the remuneration of one or more non-executive director
- Appointing the trust's financial auditor
- Removing the trust's financial auditor
- Receiving the trust's annual report and accounts
- Discussing the trust's business plan and/or major business developments
- Don't know
- None of these (*)

* If "None of these", why is that?

14. As part of the Governors Body at your Trust have you ever been involved in any of the following? Please tick all that apply.

- Speaking to local interest groups at their meetings (e.g. Churches/Parishes, Women's Institute or Age Concern)
- Speaking at local government meetings (e.g. run by the local Council)
- Canvassing the views of the local community or patients through questionnaires
- Running a workshop or public meetings in the local community
- Speaking to local patient groups
- Appearing at a local event (e.g. stall at local fete)
- Distributing newsletters or
- Announcements on a website asking for responses to a part
- Interviews or articles in the radio or other media
- Other
- None of these (*)
- Don't know

* If "None of these" why is that?

About how you work with your Trust

15. Thinking about the information you need to perform your role as a Foundation Trust Governor, how well informed do you think the Trust keeps you about its activities?

- Very well informed
- Fairly well informed
- Not very informed
- Not at all informed
- Don't know

16. Thinking about your Trust's strategy or forward planning, how confident would you feel in explaining this to a new Governor?

- Very confident
- Fairly confident
- Not very confident
- Not at all confident
- Don't know

17. In your role as a Governor, how satisfied or dissatisfied are you with the amount of contact you have with members of the Board of Directors?

	Executive Directors	Non-Executive Directors
Very satisfied	<input type="radio"/>	<input type="radio"/>
Fairly satisfied	<input type="radio"/>	<input type="radio"/>
Neither satisfied nor dissatisfied	<input type="radio"/>	<input type="radio"/>
Fairly dissatisfied	<input type="radio"/>	<input type="radio"/>
Very dissatisfied	<input type="radio"/>	<input type="radio"/>
Don't know	<input type="radio"/>	<input type="radio"/>

18. Please indicate how many public executive board meetings you attend?

- Our executive board meetings are all held in private
- Every or almost every meeting
- At least one in two meetings
- At least one in three meetings
- At least one in four meetings
- Less than one in four meetings, but do attend some meetings
- Never attend any of these meetings
- Don't know

19. Please indicate the extent to which you agree or disagree with each of the following statements:

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion / Don't know
The Chair of my Trust keeps me, as a member of the governing body, informed about the activities of the executive board of my Trust	jn	jn	jn	jn	jn	jn
I wouldn't hesitate to approach the Chair with a query or issue	jn	jn	jn	jn	jn	jn
Overall, my Chair is doing a good job	jn	jn	jn	jn	jn	jn
I wouldn't hesitate to approach any executive board member with a query or issue	jn	jn	jn	jn	jn	jn
My executive board is supportive of the Governors Body and view it as an asset	jn	jn	jn	jn	jn	jn

Training and briefings

20. Thinking back to when you first became a Foundation Trust Governor, were you given any training or briefings to enable you to do the role?

- Yes
- No
- Don't know / Can't remember

21. Since any initial training or briefing you may have had, have you been invited to any further training or briefings to help you develop in your role as Governor?

- Yes
- No
- Don't know / Can't remember

22. Thinking about all the training and/or briefings the Trust has provided, in general how satisfied are you with the quality?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

Please add any comments you have on this training.

23. If you felt you did need training to help you in your role as a Governor, do you think you would be able to secure it from your Trust?

- Yes
- No
- Don't know

24. Please indicate below which, if any, types of further training you might find beneficial? Please tick all that apply.

- NHS finance
- The structure of the NHS
- The different roles of organisations within the NHS e.g. the remit of different regions
- The role of the Foundation Trust Governor
- Practical ways to carry out the statutory roles of a Governor
- Recruitment
- Performance evaluation
- Financial reporting and accounts
- Quality accounts
- Communications
- Don't need any training
- Don't know

Other (please specify)

25. Have you used Monitor's guide for governors "Your statutory duties: A reference guide for NHS foundation trust governors"?

- Yes I have referred to it (please go to question 26)
- I am aware it exists but I have not referred to it (please go to question 29)
- I didn't know it exists (please go to question 29)

26. How helpful is the guide "Your statutory duties: A reference guide for NHS foundation trust governors" for you in understanding your statutory duties as a governor?

- Very helpful
- Fairly helpful
- Neither helpful nor unhelpful
- Fairly unhelpful
- Very unhelpful
- Not applicable - have not used it

27. How helpful is the guide "Your statutory duties: A reference guide for NHS foundation trust governors" in helping you to carry out your role as a governor?

- Very helpful
- Fairly helpful
- Neither helpful nor unhelpful
- Fairly unhelpful
- Very unhelpful
- Not applicable - have not used it

28. Is there anything you would like to add or change which would make this guide more helpful for you? Please explain.

29. How helpful do you find Monitor's website as a source of information?

- Very helpful
- Slightly helpful
- Not very helpful
- Not helpful at all
- Don't know / don't use it
- Don't have access to the internet

Other (please specify)

Foundation Trust Governors in the future

30. What would you say have been your main achievements as a Governor?

31. And how has this benefited your Trust, patients / service users, membership and/or local community?

32. Are you aware that, as a result of the proposals in the recent White Paper and related consultations, the role of FT Governors in holding their Board of Directors to account when issues arise is likely to become even more important?

- Fully aware
- Slightly aware
- Not really aware
- Not at all aware
- Not sure

Other (please specify)

33. Would you be prepared to take on greater responsibility to your trust in the future, in terms of identifying issues and ensuring that the Board of Directors addresses them?

- Yes, fully prepared
- Not sure
- No, not at all prepared
- I would want further training
- Don't know

Other (please specify)

34. Thinking about the role of Foundation Trust Governors in the future, what, if anything, needs to happen to make it more effective?

A little more about you

35. Please could you indicate your working status?

- In paid work full-time (30 hours or more a week)
- In paid work part-time (less than 30 hours a week)
- Self-employed
- Not working – retired
- Not working – at home
- Not working – other circumstances
- Other

36. Please indicate if you have had any other governorship or directorial responsibilities, now or in the past, other than being a Foundation Trust Governor? Please tick all that apply.

- Other governorship
- Director/Non-Executive Director – public sector
- Director/ Non-Executive Director – private sector
- Director/ Non-Executive Director/Trustee – charity/social enterprise
- Do not hold/have not held any of the above

37. Thinking specifically about your career or working life, which of the following areas have you worked in? Please tick all that apply.

- | | | |
|---|---|---|
| <input type="checkbox"/> NHS healthcare – clinical | <input type="checkbox"/> Other public sector | <input type="checkbox"/> Other private sector finance |
| <input type="checkbox"/> NHS healthcare – managerial | <input type="checkbox"/> Private sector healthcare – clinical | <input type="checkbox"/> Other private sector |
| <input type="checkbox"/> NHS healthcare – financial | <input type="checkbox"/> Private sector healthcare – managerial | <input type="checkbox"/> Voluntary sector – campaigning |
| <input type="checkbox"/> Other public sector management | <input type="checkbox"/> Private sector healthcare – financial | <input type="checkbox"/> Voluntary sector - fundraising |
| <input type="checkbox"/> Other public sector finance | <input type="checkbox"/> Other private sector management | <input type="checkbox"/> Other voluntary sector |

38. And which of the following areas have you worked in on a voluntary, unpaid basis? Please tick all that apply.

- Patient representation (eg PALS)
- Trade Union/Employee representation
- Local Councillor
- Other public sector
- None
- Other

39. What do you understand by the role of the Lead Governor?

- The governor who is in charge of the other governors
- The link between the governors and the Chair
- The communicator between the governors and Monitor in the event of unusual such as difficulties with the Chair or improper conduct of governor elections
- The governor equivalent to the Senior Independent Director
- The Vice-Chair
- Other

Other (please specify)

40. If you do paid-for work, are you given any paid time off to undertake your governor role?

- Yes – more than 5 days per month
- Yes – 3 – 5 days per month
- Yes – 1 – 2 days per month
- Yes – Up to 5 days per year
- Yes – Other
- No
- Not applicable

Governors and quality reporting

41. How useful have you found quality accounts / quality reports in understanding what is happening in your trust?

- Extremely helpful
- Very helpful
- Helpful
- Slightly helpful
- Fairly unhelpful
- Very unhelpful

42. How often have you discussed quality accounts / quality reports at formal governors meetings?

- We discuss them at every meeting
- We discuss them at most meetings
- We have discussed them on a few occasions
- Once or twice
- Never

43. To what extent have you been involved in formulating the priorities for quality improvement articulated in the quality accounts / reports?

- Involved throughout the process in setting the priorities
- Some level of involvement in setting the priorities
- Small degree of involvement
- Almost no involvement
- No involvement

44. What information, if any, would you like to receive from the Care Quality Commission (CQC) so that you fully understand the role of the CQC and its regulation of FTs?

Final question

45. Final question - is there anything else you would like to add?