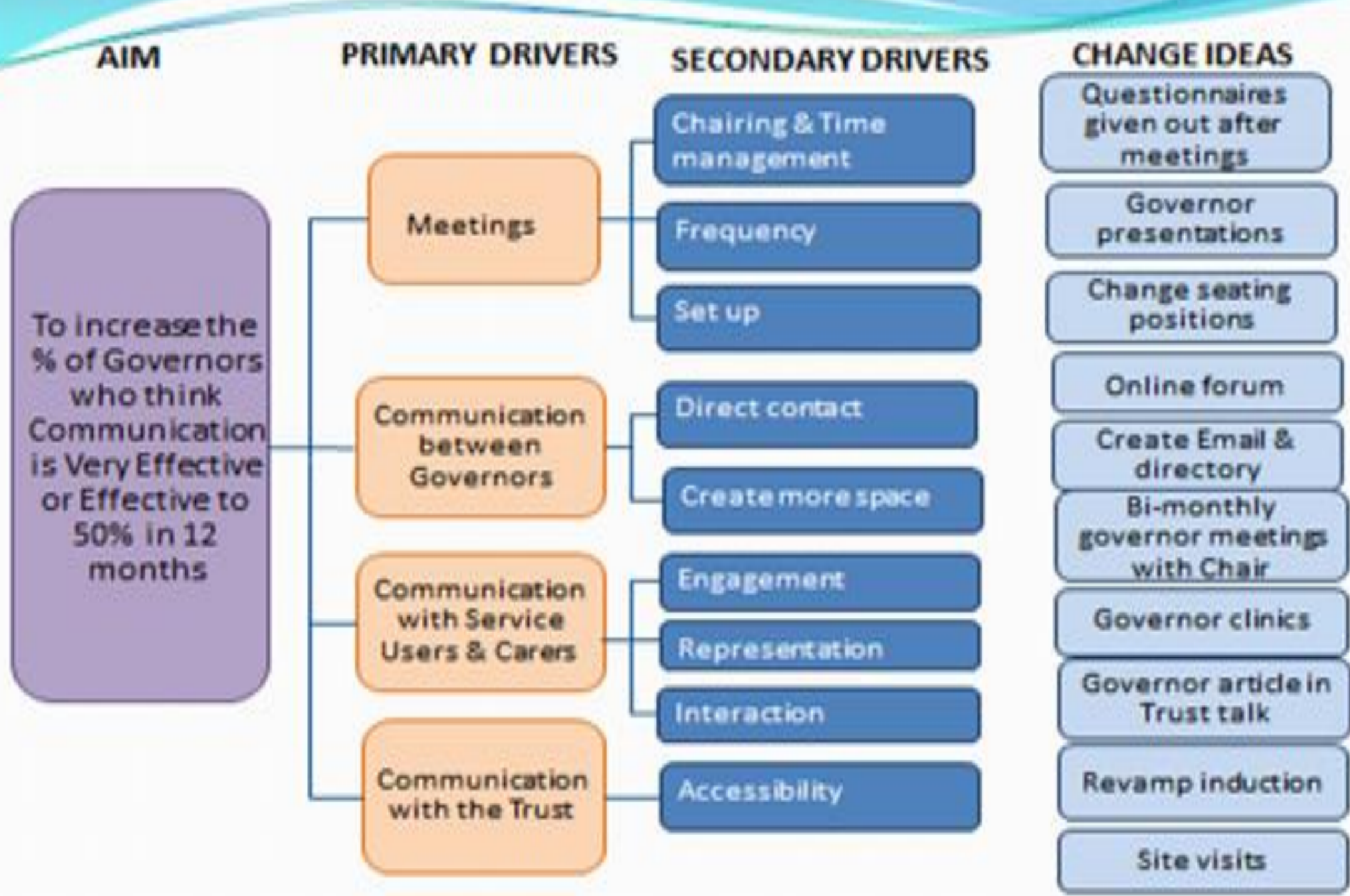


Improving Quality of Communication by the Council of Governors

Zara Hosany, Governors QI Lead



Measures:

- Communication between self and members
- Communication between self and governors
- Communication between self and the Trust

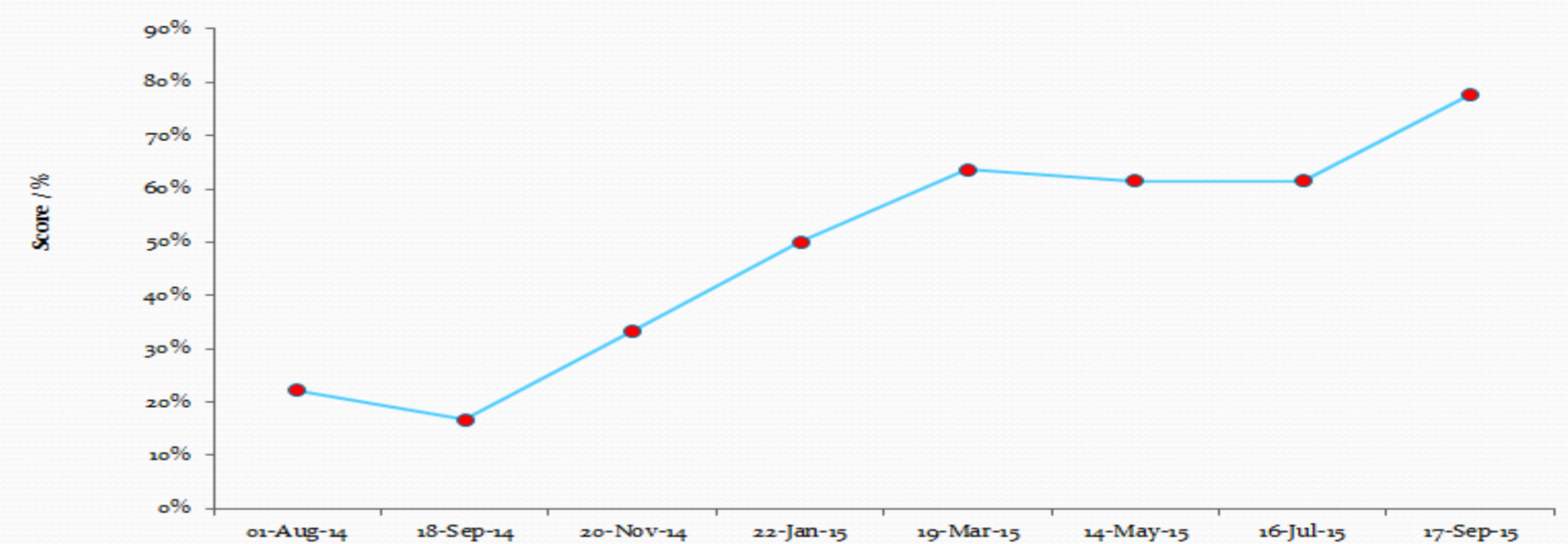
An initial survey of the Council of Governors showed that communication was important to their role and they wanted to improve the effectiveness of their communication with Members, the Trust and between themselves.

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

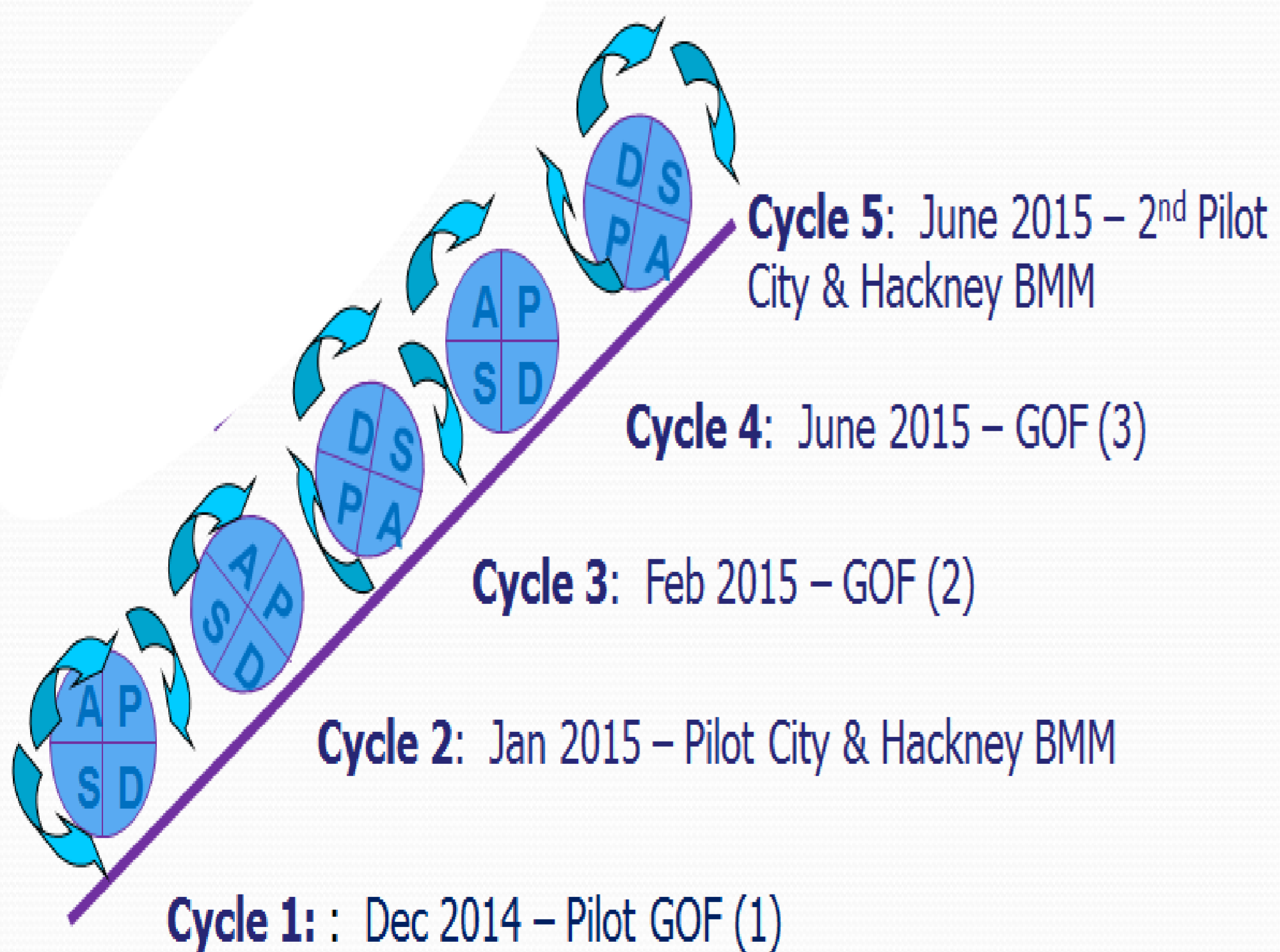
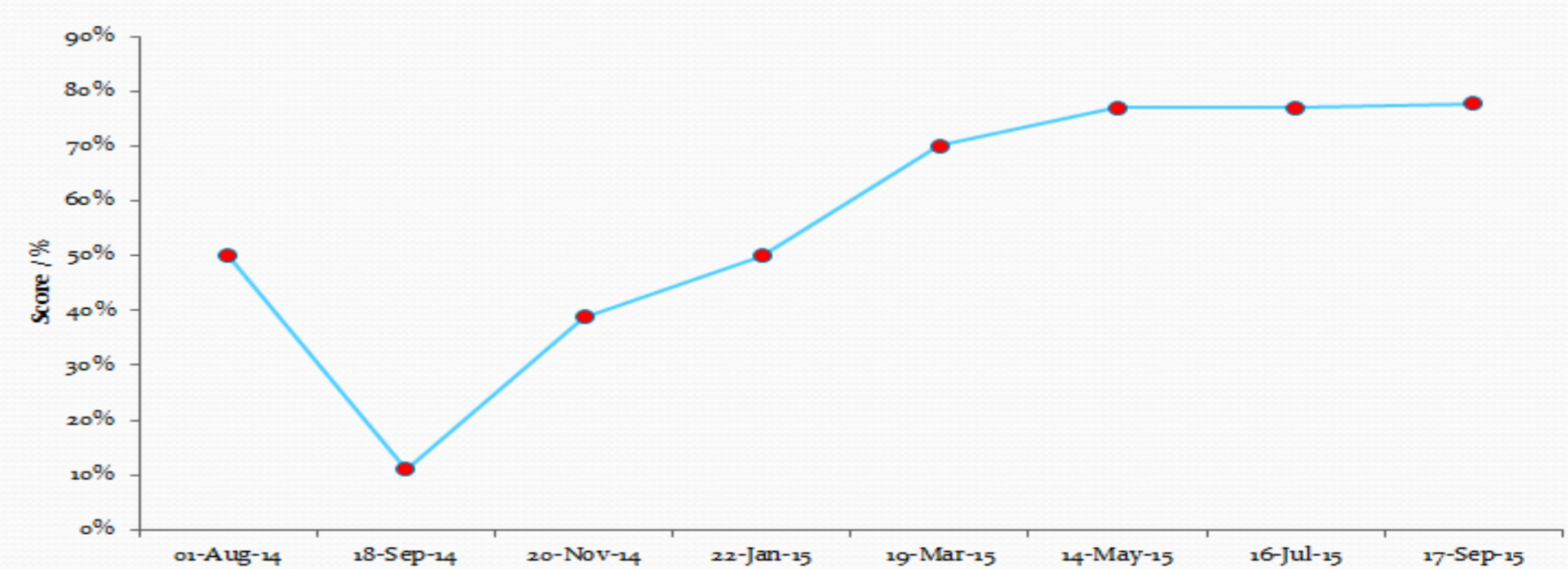
1a. How effective do you currently find communication between yourself and Members



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



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



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.