

## Council of Governors Public Questions and Answer Process

- Questions received into the 'All Governors' email inbox (to include forwarded questions sent directly to governors) up to 15 working days before the following Council of Governors (CoG) meeting.
- The Lead Governor will be copied with all emails sent to Governors as soon as they are received, together with proposed handling and when completed the draft responses.
- *Automated response to requestor stating question will be answered in writing and included in the Council of Governors meeting public papers unless an objection is received.*

Can the question be answered by Governors?

Yes

No

- Question forwarded to all or specific governors to answer individually, by constituency or by all the Governors (depending on the question)
- Governors' responses requested to be sent to 'All Governors' inbox by the deadline stated.

Question to be answered by an officer of the Trust. The requestor and the Governors sent the final response.  
*Or if more appropriate forwarded to the Patient Advice and Liaison Service, Patient Experience Team or the Freedom of Information Team*

- Governors review the question, respond and return to the 'All Governors inbox by the deadline stated.
- All Governors will be sent a copy of all questions and available responses 7 days before the CoG meeting to review.
- A single CoG response is drafted sent by the 'All Governors' inbox once approved by the Lead Governor.
- The requestor and the Governors sent final response.

To be answered at CoG?

No

Question answered directly to the requestor

Yes

Final response to question provided in the next Council of Governors Meeting Public Papers