

## **Request to those submitting questions to the Board of Directors and the Council of Governors**

South East Coast Ambulance Service greatly values receiving and responding to questions from the public, staff and members of the Council of Governors. Every formal Board and Council meeting includes space for questions and answers, and we're committed to maintain this so that we learn from the questions, as well as fulfilling our duty to be accountable to those we serve.

In recent months the number and length of questions asked at Board meetings in particular has grown. While welcoming the increased engagement, on occasion lengthy questions and statements have been read out during the meeting, and our ability to conduct the rest of the business of the meeting in a timely fashion has been affected.

We have consulted with members of our Council of Governors (as elected representatives of the public and staff) to help us achieve balance between listening/responding and ensuring the agendas are covered in enough depth during these meetings.

As a result, we are requesting that members of the public and staff *whenever possible* submit questions for the Board and Council meetings, ideally at least 24 hours in advance of the meeting, to [ftmembership@secamb.nhs.uk](mailto:ftmembership@secamb.nhs.uk). Members of the Council of Governors with questions for the Board are also asked to submit questions in advance via this route.

Questions will be read out in summary by the Chairman and an answer provided at the meeting or, if particularly complex or research is needed, in writing following the meeting.

If someone wishes to ask a question on the day this will still be accepted as we recognise that sometimes queries arise at the last minute. In this case the Chairman will take a view on whether the question can be answered at the meeting, again based on the complexity of the question.

All questions, either in full or in summary, will be included in the minutes with the response if one is provided at the meeting. A summary of any written responses will be appended to the minutes.

We hope this is an effective compromise and thank you for your understanding. Please submit your questions to [ftmembership@secamb.nhs.uk](mailto:ftmembership@secamb.nhs.uk).