

**Supplementary document 2: Good & Bad Practice recommendations from service-user researcher's observations at CCG board meetings**

**Good Practice**

Theme	Feedback
Engagement	Interactive and engaging meetings which provided Public seminars, and encouraged discussion, as well as succinct board papers.
Being welcomed	<p>Engaging, passionate and friendly Chair (i.e. where they acknowledged the effort of the staff behind the reports), gives good impression</p> <p>Demonstrable enthusiasm/dedication from board members</p> <p>Use of humour – made the CCGs appear “more human”</p>
Agenda items	<p>Time for questions to the Board – some opportunity for engagement</p> <p>Clear, succinct agendas and papers, including glossary or acronyms, colour coded papers/packs = helpful, use of tabs to separate agenda items</p> <p>Chair giving very brief summary of next agenda in ‘lay terms’</p>
Environment	<p>Clear sound system, in accessible venue and location</p> <p>Clear signage, information and advertisement of meeting</p> <p>Plentiful refreshments</p>

**What is missing (questions that arose)**

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**Bad Practice**

Intimidating	<p>Needs less intimidating atmosphere and less daunting language, and smaller, colour coded papers</p> <p>Can feel awkward (it was like they weren't expecting us”), feeling like</p>
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<p>Boring (due to being; dull, difficult to understand, difficult to follow, “medic” speak)</p>	<p>you stand out, “Why are you here” (common question posed by board members to SURs) could be intimidating, Off-putting signs i.e. private meeting</p> <p>First meeting difficult to follow and understand (Can feel like a secret code/language that you have to learn), agenda too long and difficult to follow, Board members speak in medic jargon, or in a monotone</p> <p>Deluge of financial info (too much to assimilate)</p> <p>When are decisions actually made? Most of the meetings appeared to be conducted beforehand – rubber stamping exercise</p>
<p>Practicalities</p>	<p>No refreshments</p> <p>No signage – where to go? No parking (troublesome and costly to attend)</p>

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