# GJF LogoBoard Meeting: 2 August 2018

**Subject:** Partnership Forum Update

**Recommendation:** Board members are asked to note the update

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## 1 Background

The following key points were agreed at the meeting on 13 July 2018 and have been split into the three high level quality ambitions of person centred, safe, and effective.

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| **Item** | **Details** |
| **Person Centred** | **Mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making.**  **Lay Representatives**  The Forum was given an update on the review of the Lay Representation requirements for the Foundation.  It was noted that there is currently a review looking at the internal governance committees.  The proposed way forward would be discussed with the Chairs of the appropriate committees  **Excellence Awards**  The proposal for the Excellence Awards was presented to the Forum.  It was proposed that the Excellence Awards will again focus on areas that are essential to the success of the organisation and all awards will have elements of the vision and values underpinning them.  Details of the judging panel and timescales were also discussed.  The Forum approved the plans for this year’s awards.  **Annual Feedback Report**  The Forum noted that the report was drafted with input from Nursing; Communications and Corporate Affairs; Spiritual Care; Volunteering; and Human Resources to ensure all aspects of feedback are included.  The Communications and Corporate Affairs team will support the design of the final document prior to publication.  The draft report had already been shared with the Volunteers Forum, Involving People Group and Person Centred Committee.  The Forum approved the content of the annual report prior to presentation to the Board for final approval and publication. |
| **Safe** | **There will be no avoidable injury or harm to people from healthcare they receive, and an appropriate, clean and safe environment will be provided for the delivery of healthcare services at all times.**  **Skin Surveillance Policy**  The Forum was presented with the updated Managing Skin at Work policy. This has been updated to reflect the outcomes reported following Health and Safety Executive inspection visits to various NHS hospitals across Scotland in the last two years.  Substantial changes have been made to the procedure. The current process was that an annual single question questionnaire was either sent to individuals or handed out at attend annual hand hygiene training. Anyone who highlights any skin problems/concerns is then asked to contact the Occupational Health Department and is seen if appropriate. The new process requires that:the Foundation introduces Responsible Persons;employees who require to be part of the skin surveillance programme have individual visual skin inspections carried out within four weeks of commencing employment and at least annually thereafter;introduction of detailed questionnaires to help identify employees who have skin issues and understand the reasons for these. The Forum approved the Managing Skin at Work policy.  **Clinical Education Report**  The Forum was presented with the Clinical Education Team report, which reflects the activities and work over the past year in terms of ongoing professional development of the Nurses, Health Care Support Workers, Operating Department Practitioners, and pre-registration students on placements.  There was a discussion about whether similar reports should be developed around education of Allied Health Professions and Healthcare Scientists. This will be considered by the Workforce Planning and Education Group.  The report was well received by the Forum. |
| **Effective** | **The most appropriate treatments, interventions, support and services will be provided at the right time to everyone who will benefit, and wasteful or harmful variation will be eradicated.**  **Annual Accounts**  The draft Annual Report and Accounts were presented to the Forum. These had been prepared in accordance with guidance issued from the Scottish Government Health and Social Care Directorate, International Financial Reporting Standards and the Financial Reporting Manual. They had been subjected to audit by Scott-Moncrieff.  It was noted that the most significant change to the accounts this year is the consolidation of endowments into the Board accounts.  **Property Asset Management Strategy Update**  The Forum was informed that the full Property and Asset Management Strategy (PAMS) for 1 April 2017 to 31 March 2022 was submitted to and approved by the Board in May 2017.  The Interim Update 2018 provided a progress report on the management of existing assets and updates on new and existing projects.  **Netcall Switchboard Automation**  The Forum was updated on the progress of the Netcall introduction to the hospital switchboard.   * The first phase of the implementation to manage all internal calls has been completed. All calls from internal sources dialling ‘0’ are answered automatically by the virtual operator and transferred to the required extension. Should the required extension be engaged the virtual operator will queue the call and provide the caller with options to continue holding or leave a voicemail, without the need of intervention from a member of staff. * The next planned phase is to implement the virtual operator for all external calls received to the main hospital telephone number. All callers will still have the option of speaking directly to a switchboard operator but it is anticipated that this will reduce significantly once the system is live. * The planned go live date for this implementation is Thursday 26 July 2018. Testing of the virtual operator for external calls is underway and a communications plan has been developed by the Communications Team.   **Travel Plan**  The Forum was informed that to support the Planning Applications to West Dunbartonshire Council in relation to the Hospital Expansion Programme, the Foundation will be expected to provide an updated Travel Plan.  To assist in the development of this, Systra were appointed following a competitive tendering exercise in January 2018.  The aim of the Travel Plan is to support a realistic shift in staff, patient, and visitor travel behaviour away from single-occupancy car travel to sustainable travel alternatives.  It is proposed that the implementation of the Travel Plan should be led by a working group, in partnership, which will be responsible for implementing actions and monitoring their effectiveness. |

The next meeting is scheduled for 17 August 2018.

**Jane Christie-Flight**

**Employee Director**

**24 July 2018**