# GJF LogoBoard Meeting: 2 August 2018

**Subject:** Person Centred Committee update

**Recommendation:** Board members are asked to note the discussions at the Person Centred Committee meeting held on 24 July 2018

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## 1 Background

The following key points were agreed at the meeting 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.**  The Committee considered the Learning and Organisational Development Plan and Annual Report and commended the design and content. Importance was placed on the accessibility of training for all across the Board and potential for drawing together all strands of workforce training and development into an overarching corporate report and plan.  The Dignity at Work results were discussed. The Committee noted that 36% of staff completed the survey and that this is a similar rate to other Boards. There were no major concerns raised from the results and an action plan has been developed as part of the overall Staff Governance Action Plan. The Dignity at Work survey is not being run in 2018/2019 as it is under review by the Scottish Government due partly to consistently low response rates across Scotland. |
| **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.**  The Committee reviewed the Complaints Report and selected one for a more in depth investigation. It was noted that there seemed to be a high number of partially upheld and upheld complaints and this will be brought back to the Committee in October.  The Annual Feedback Report was discussed and the quarterly Staff Governance report was noted |
| **Item** | **Details** |
| **Safe (cont’d)** | The iMatter results were discussed and it was noted that staff felt the areas for improvement were Senior Management visibility and being involved with decisions. The Committee emphasised the importance of completing and following up the Action Plans.  The Committee also noted that long term sickness absence was increasing but the overall percentage was still under 5%. The Committee discussed approaches to improving and reducing sickness absence rates. It was noted that further work is planned to consider an overall staff health and wellbeing plan that draws together different strands of work that will help support teams to improve their working environment and health and wellbeing of their staff. This includes considering the Health Promoting Health Service work and the Institute for Healthcare Improvement’s ‘Joy in Work’ framework. |
| **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.**  The Executive Nurse Director presented the Clinical Education report. It was a thorough and detailed report. It was pleasing to note that the GJNH Theatre Academy is working well and the hope is to expand its numbers.  The Committee agreed to undertake a Self Assessment and will complete a detailed questionnaire. |

The next meeting is scheduled for: Tuesday 16 October 2018

**Kay Harriman**

**Chair, Person Centred Committee**