**GJF/2018/02/04**

# GJF Logo

# Board Meeting: 15 February 2018

**Subject:** Person Centred Committee update

**Recommendation:** Board members are asked to note the discussions at the Person Centred Committee (PCC) held on 30 January 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.**  **Involving People Update**  An update was given of good progress against the Involving People action plan.  **PCC Annual Report**  The draft annual report was received and accepted subject to addition of next year’s activities.  **Caring Behaviours Assurance System**  A report on the International Relationship Based Care Symposium was received and implications for the Board discussed. |
| **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.**  **Complaints Report**  The complaints report was received. Good progress made with the new two-tier process was noted. The challenge of timelines with complaints with RCAs was also discussed.  **Staff Governance Report**  Good progress was noted for KSF. |
| **Item** | **Details** |
| **Safe (cont’d)** | **Lampard Recommendations**  The compliance of this Board with the Lampard recommendations was discussed. The Board meets the majority of recommendations and has plans in place to meet the remaining ones. |
| **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 Results of the Participation Standard**  The Scottish Health Council report on our performance against the Participation Standards was very positive.  **Communications Update**  The report on the Board’s media and social media presence was received and continued to exceed expectation.  **Expansion Communications Plan**  The communications plan for the Golden Jubilee expansion programme was discussed. |

The next meeting is scheduled for Tuesday 24 April 2018.

**2 Recommendation**

Board members are asked to note the discussions at the Person Centred Committee (PCC) held on 30 January 2018.

**Mark MacGregor**

**Non Executive Director**

**31 January 2018**

**(Safia Qureshi, Director of Quality, Innovation and People)**