# Ref: GJF/2017/08/05



# Board meeting: 3 August 2017

**Subject:** Person Centred Committee (PCC) Update

**Recommendation:** Board Members are asked to note the enclosed update from the PCC meeting held on 26 July 2017.

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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:   * Approved the Involving People Strategy which has been refined following wide circulation and discussion. * Noted the update report on Person Centred Activity, including Involving People Strategy, the successful What Matters to You day, and the achievement of a further three year accreditation for Investors in Volunteers from Volunteer Development Scotland. * Thanked Maire Whitehead for her support. * Noted the Learning and Organisational Development Annual Report, commenting on the excellent presentation of information and the evidence of positive progress in impact over time. * Noted the Caring Behaviours Assurance System update and the strong external engagement arising from our successful implementation. |
| **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:   * Received the Complaints Quarterly Report and chose a complaint to review in October. * Received the Annual Feedback Report 2016/2017; no significant concerns were noted. * Noted the eKSF update and the generally satisfactory progress to date. The Committee recommended identifying areas with poorest performance for special targeting and support. * Noted the quarterly Sickness Absence report. * Noted iMatter update. Concern was expressed in relation to progress in recording action plans; the Committee supported actions proposed to promote completion of team action plans. * Received the Occupational Health and Safety Committee Report and noted good progress in particular o Physiotherapy initiatives and in Cognitive Behavioural Therapy uptake and impact. |
| **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 Committee:   * Noted the Partnership Forum Update. * Signed off the 2016/2017 Staff Governance Action Plan and approved the new 2017/2018 plan. * Noted the Staff Governance Monitoring Framework, satisfactory PIN compliance, and update to Policy Tracker. * Noted the Annual Report 2016/2017for Nursing Department Clinical Education Annual Report noting progress and strengthening of links to external agencies e.g. Undergraduate Nursing Student Support. |

The next meeting is scheduled for 10 October 2017.

**Jack Rae**

**Chair**

**27 July 2017**