**Ref: GJF/2017/10/05**

# GJF Logo

# Board Meeting: 26 October 2017

**Subject:** Person Centred Committee update

**Recommendation:** Board members are asked to note the update on discussions at the Person Centred Committee meeting on 10 October 2017.

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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 discussed the Involving People Update. The report which highlighted the work of the Involving People Group including developing the role of the lay representatives and the development of a patient involvement officer role which will be submitted for approval. * The Committee passed on their thanks for a clearly Learning and Organisational Development Activity Report for 2017/18, noting that this aligned to the leadership framework. * The Committee gave thanks for the informative and detailed Workforce Monitoring Report. The Committee requested that further analysis on staff turnover is undertaken and the results fed back to the January meeting. The Committee also asked for the Equalities Group to discuss: * if the organisation is comfortable with the 70/30 gender split; * have a discussion around inclusion and whether the organisation is representative of the national population; and * feed the outcome of that discussion back through the Senior Management Team and Partnership Forum. | |

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| **Item** | **Details** | |
| **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 was presented with the findings of a complaint and noted that they felt the process had been thorough. * The Committee also reviewed the quarterly complaints report and requested that the next report, due in January, looks at trends of upheld and partially upheld complaints, as well as including conversion analysis. * The Committee approved the Staff Governance Report. | |
| **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.**   * A six-month report on medical appraisal and revalidation was received from the. It was noted that everything is on target and the Board Appraisal Lead Lead will be invited to attend the January meeting. * A verbal update on the Communications activity was provided. A formal report will be submitted to the January meeting. | |

The next meeting is scheduled for Tuesday 30 January 2018.

**Kay Harriman**

**Non Executive Director**

**10 October 2017**

**(David Miller, Head of Human Resources)**