# GJF LogoBoard Meeting: 14 February 2019

**Subject:** Person Centred Committee update – 29 January 2019

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| Recommendation:  | Board members are asked to:

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| Discuss and Note | X |
| Discuss and Approve |  |
| Note for Information only |  |

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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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| **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**The Committee discussed the Involving People update which included a quarterly brief on progress across the involving people agenda, highlighting key activity for October to December 2018. The Carers Guide was discussed. This highlights the short and long term caring options available in the Board.**Workforce Plan**The Committee discussed the draft workforce plan 2018/19, which highlights the progress made in 2017/18 and plans for 2018/19 and further into the future with the expansion of services.  The plan was delayed due to implementation of the eESS system.**Communications Update**We received a verbal update on Communications to the end of December 2018.* From April-December 2018 there were 229 items covered by the media, which resulted in the second busiest years so far. There were two negative stories printed, which were both relating to cancellations.
* On social media, Twitter follower numbers are slightly below target but the Facebook follower target has been reached. Social media reach is 2.3 million, with 30,500 likes, shares and comments.
* The website update may cause some disruption to analytical data. The corporate site will be updated first, with user testing currently being carried out.

**Dementia Strategy**The Committee was presented with the new Dementia Strategy, which is evolving as we are continuously learning more.  The Committee asked that we consider how to ensure volunteers are aware of this strategy.The Senior Management Team had requested that more information be included on employees with dementia and dementia awareness training for staff.The Employee Director agreed to liaise with the team about including a paragraph on supporting the workforce. |

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| **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 – quarter two**There were 19 complaints (7 Stage 1 and 12 Stage 2), this represents the same activity (19 complaints) from the same quarter during 2016/17, with a small increase in stage 2 complaints.   Out of the 19 complaints received, 5 were fully upheld, 4 were partially upheld, and 9 not upheld.  The main themes related to clinical treatment, with Orthopaedic (6) and Interventional Cardiology (4) receiving the highest complaints, which is a change from previous reports.There were two Stage 2 complaints that were not responded to within 20 working days, one of which was due to an administration error. The Committee asked the team to benchmark against other health boards showing whether the number of complaints being upheld are proportionate.Next meeting we will review the overall complaints for interventional cardiology from April 2018 to March 2019.The Committee noted that we have received three times more compliments than complaints. **Quarterly Staff Governance Report**The Committee discussed and noted the staff governance report, noting that sickness absence saw a slight decrease in short term absence and a slight increase in long term absence.  The Board is still achieving a lower rate than most other boards but not hitting the target of 4%.**Occupational Health and Safety Six Monthly Report**There has been a flu vaccine uptake of 45% against a target of 60% by March 2019.  This is an improvement on 2017/18 and is thought to be related to an improved advertising campaign.The Healthy Working Lives Gold Award has been retained for another year.The Occupational Health Physiotherapy health promotion campaign “FitforLife” will shortly get underway.  Leaflets promoting the campaign will shortly be circulated to staff.One of the key focus areas of the Health and Safety Committee Action Plan is dealing with violence and aggression. A short life working group has been formed to review training needs. It was agreed that there needs to be a targeted approach on the principles of de-escalating situations, e.g. patients with delirium.   |

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| **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.** |
| **Partnership Forum Report**The Committe received an update of the work undertaken by the Partnership Forum during the last quarter to ensure the Board meets the requirements of the Staff Governance Standards.  The See Me mental health check survey achieved a poor response unfortunately.  Conversations are ongoing with See Me to improve awareness.  The results and action plan will be shared with the Forum. The car parking policy is due for consultation and conversations are ongoing with regard to the impact of the expansion.  The Transport working group has been formed which includes two NHS24 representatives and Staff Side representation.  **Annual PCC Report 2018/19**The Committee approved the PCC annual report for 2018/19.  The Committee took an action to review the terms of reference and to discuss this with other committee chairs.**Annual Workforce Monitoring Report**The Annual Workforce Monitoring Report for 2017/18 was approved by the Committee.  The report contained good insight into the Golden Jubilee workforce and will be used to inform the People Strategy.**Expansion Update**The Committee was updated on progress of the expansion, noting that the Full Business Case was approved by the Board in December 2018 and approval is being sought by Scottish Government.The Committee was also given an update on the engagement work completed to date.**Job Planning**The Committee received a verbal update. The Job Planning Group has been re-invigorated and we are at 71% for completion this year.  The Human Resources team are working with the auditors to agree terms of reference for an audit. It is expected this will identify issues we are already in the process of addressing.  The medics’ job planning process is being tidied up to ensure the March deadline is met. |

The next meeting is scheduled for: 17 April 2019

**Kay Harriman**

**Non Executive Director**

**1 February 2019**

**(David Miller, Associate Director of Human Resources)**