# Board meeting: 9 May 2019 GJF RGB WITHOUT STRAPLINE

**Subject:**  Person Centred Committee update

**Recommendation:** Board members are asked to note the discussions at the Person Centred Committee (PCC) held on 17th April 2019

The following key points were discussed 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.**  **Person Centred Committee Annual Report for 2018/19** was presented and approved by the committee.  **PCC Terms of Reference & Annual Work plan for 2019/20** was presented and approved by the committee. Gareth Adkins explained the changes to the planned meeting structure which will mean PCC will meet 6 times per year and presented the proposed changes to the work plan which will flow into the Board meeting schedule. It was noted we need to give consideration to how the remuneration committee will feed into PCC.  **Spiritual Care Update**  Andy Gillies joined the meeting and gave a summary of the staff composition of spiritual care and their work which we noted was comprehensive and we passed our thanks to Andy and his team.  **Equality Mainstreaming Report**  Gareth Adkins explained that the report is published bi-annually and we are required to report on how we have met the Scottish Public Sector Equality Duty. The report was still in draft format and the committee members gave feedback. In particular we liked the case studies written in the style of the individuals which gives the report a more diverse and accessible feel However, we felt it was too wordy and required further consideration to the presentation and format, the communications team will work with Andy and Gareth and circulate a final version virtually for PCC members to approve before the deadline to publish.  **Quarterly Job Planning Update**  Laura Liddle gave an update on the job planning process for 2018/19. Overall within the Board 64% of Consultant e-job plans were signed off by 31st March 2019 and 55% of Speciality Doctor/Associate Specialist job plans were signed off on the system. Laura gave a breakdown of the figures and the monitoring and reminder process followed. A steering group meets throughout the year where medical managers discuss any issues and agree actions. There will be further work in 2019/2020 to improve the monitoring and compliance process to achieve the target of 100% job plans for 2020/2021 signed off by March 31st 2020 |
| **Safe** | **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 feedback report for quarter 3** was presented and discussed. At the January meeting the committee had agreed to look at the complaints received by interventional cardiology.  We received a presentation on the interventional cardiology complaints which shows a small increase year on year. Laura Langan Riach explained the process of a complaint and an overview of response times which averaged 22.6 days with a target of 20 days. Themes identified were an increase in waiting times and outlined what causes delay in responses. No complaints have been received regarding waiting times since January and it is thought this may be related to the new cath lab. We were assured that although focus is put on achieving the target of 20 days the primary focus is put on the quality of the process.  We all agreed that we will look at another service at our next meeting and would ask members of that service to join the presentation.  **Staff Governance End of Year Report 2018/19** was presented and approved by the committee. Gareth advised that a health and wellbeing section is being included in the People Strategy which will look at recovery, return to work and the support offered to colleagues that are absent from work and will address the points raised by the committee.  **Mandatory Training End of Year Report for 2018/19** was presented and discussed. |
| **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.**  **Medical Appraisal & Revalidation 6 Monthly Report.**  Gareth gave Stephen Hickey’s apologies for being unable to attend and gave the update on his behalf. The number of completed appraisals has risen to 83 with another 5 awaiting appraisal confirmation, bringing the total to 88 out of 113. A further 25 have their interview date set up.  The Committee noted that it is difficult to keep on top of this process and asked Gareth to feed back their thanks to  Stephen for his contribution to the improvements made.  **AOB**  **Health Improvement Scotland – Quality of Care Review** team joined PCC and we had a question and answer session at the end of the meeting.  H |

The next meeting is scheduled for: 16 July 2019

**Kay Harriman**

**Non Executive Director**

**Gareth Adkins**

**Director of Quality, Innovation & People**