# Board meeting: 21st November 2019

**Subject:** Person Centred Committee update

**Recommendation:** Board members are asked to note the discussions at the Person Centred Committee (PCC) held on 7th November 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.

**Item 6.2**

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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.**  **iMatter**  The committee discussed the results of the annual iMatter survey noting increased response rate in 2019 compared to 2018 but also a reduction in 2019 of the percentage of teams completing an action plan within 12 weeks compared to 2018. The committee agreed to further work including focus groups with staff to explore how to make better use of iMatter survey results and improve team action planning. |
| **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 and Feedback**  The committee discussed its role in relation to complaints and feedback and agreed that further clarification would be helpful with a proposal on changes to the committee’s Terms of Reference to return to next committee meeting. This proposal will set out the proposed role of Person-Centred Committee in:   * reviewing analysis of a range care experience data * agreeing the terms for further deep dives and; * agreeing areas for improvement focussed work in relation to care experience and person-centred care * Monitoring progress of care experience and person-centred care initiatives and programmes |
| **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.**  **Sickness Absence and Appraisal rates analysis**  The committee discussed results of analysis by department of sickness absence rates and appraisal rates. The committee noted the targeted work to improve appraisal completion rates and resulting improvement across a number of departments. The committee also noted the identification of departments where further work and support will focussed to help identify improvements and actions to address causes of sickness absence and other factors that may be impacting on staff governance including appraisal completion rates. |

The next meeting is scheduled for: 15th January 2020

**Stephen McAllister**

**Non Executive Director**

**Gareth Adkins**

**Director of Quality, Innovation & People**