

# Board meeting: 30 January 2020

**Subject:** Person Centred Committee (including staff governance) Update

**Recommendation:** Board members are asked to note the discussions at the

Person Centred Committee (PCC) held on 15 January 2020

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.****“Once for Scotland” Workforce Policies**The committee discussed the work commissioned by the SWAG to review all of the Partnership Information Network (PIN) policies and develop all policies in line with Once for Scotland. This is progressing well, with our Employee Director and Associate Director of HR leading this development at the Jubilee. They informed that our own Board policies currently align to the PIN policy. The first tranche of Once for Scotland policies has now been approved for a soft launch prior to implementation. Phase two of this work will commence late January 2020 with the second stage of the consultation to address the remaining PIN policies which align with NHS Scotland values. It is expected that the website will go live in March 2020 with training to support these changes. The committee noted that this will ensure consistency of policies across Scotland and will be extremely beneficial and will avoid confusion, particularly when staff relocate to other Boards.**Medical Education**The committee noted that there is no regular Medical Education Update Report. The Medical Director, Mark MacGregor, is in discussion with his key staff to develop meaningful report and to also update and develop the Medical Education Strategy. |
| **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 the role of the committee in relation to complaints and feedback. It was agreed that the chairs of Person Centred Committee (including staff governance) and Clinical Governance Committee would meet to discuss further. However, it was proposed that Clinical Governance Committee would retain the remit for oversight and governance of our complaints and feedback processes but that any staff governance related issues or themes would be highlighted to and discussed by the Person Centred Committee.**Grievances**The committee discussed the report prepared by the employee director that reviewed the organisational history of grievances and other employee relations issues. It was noted that there had been peaks of grievances relating to specific issues such as ‘paid as if at work’ where collective grievances had been raised but overall the level of grievances within the organisation continued to be low. The committee agreed that the report provided assurance that there were no issues with under-utilisation of the grievance process and that much work had been done to resolve issues and maintain good employee relations.**Mental Health** The committee discussed the results of a mental health survey conducted in September 2019 with support from See Me. The See Me report summarises the results of the responses into different sections – pre-employment, in-work, returning to work and organisation culture, with recommendations within each section.The report indicates that there are good areas of practice and staff do feel supported by managers and colleagues within the workplace. There are areas where improvements can be made and which are likely to have the most impact for us, such as:* Commitment of senior leaders and manager
* Safe, effective and pertinent disclosure of mental health concerns
* Confident and informed line managers
* Increased mental health awareness and literacy
* Effective approaches to training including a wider range of resources tools, e-learning for all staff
* Stigma free culture and ethos
* Effective communication of support available

Further work will be done to formulate an action plan to be shared with the Staff Governance Sub Group. This will also inform the development of a wider health and well-being strategy through workshops with staff and the Board |
| **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.** **Job Planning**The committee discussed the proposed changes to improve the approach to the process for medical staff completing job planning for 2020/2021, focussing on linking the service planning approach to job planning. Whilst it is recognised that there is a need to have a discussion with individual consultants, the service planning approach would identify the demands on the service, consultant time available, and engage the clinical team with general management in deciding appropriate priorities and approach taken to demand, in excess of available resource. Our Medical Director, Mark MacGregor has driven forward changes to the job planning process with compliance of individual job plans reported as 83% at the end of December. It is anticipated that the 2020/2021 job planning process will be completed by 31 March 2020. This new process will mean that subsequent service planning will be easier to manage across all specialities and with tighter timescales.The committee approved the proposed changes to the job planning process. |

The next meeting is scheduled for 15 March 2020.

**Stephen McAllister**

**Non Executive Director**

**Gareth Adkins**

**Director of Quality, Innovation & People**

17 January 2020