**Approved Minutes**

**Meeting: Staff Governance and Person Centred Committee**

**Date: 12 March 2024, 13:00**

**Venue: Microsoft Teams**

**Members**

Marcella Boyle Non-Executive Director (Chair)

Rob Moore Non-Executive Director

Linda Semple Non-Executive Director

Jane Christie-Flight Employee Director

Catherine McAllister Staffside Representative

**In Attendance**

Callum Blackburn Non-Executive Director

Laura Smith Director of People and Culture

Anne Marie Cavanagh Director of Nursing and Allied Health Professionals

Nicki Hamer Head of Corporate Governance and Board Secretary

Sandie Scott Director of Strategic Communications and Stakeholder Relations

Donna Akhal Head of Learning and Organisational Development

Tosh Lynch Head of Spiritual Care and Volunteer Services (Item 8.2 and Item 8.3)

Katie Bryant Head of Clinical Governance and Risk (Item 4.1, Item 6.1)

**Apologies**

Karen Kelly Non-Executive Director

Gordon James Chief Executive

Jenny Pope Deputy Director of Workforce

Susan Douglas-Scott Board Chair

Scott McAngus Staffside Representative

**Minutes**

Eileen Kerr Corporate Administrator

1. **Opening Remarks**

**1.1 Wellbeing Pause and Chair’s Introductory Remarks**

Marcella Boyle welcomed everyone to the meeting and all participated in a Wellbeing discussion.

Marcella Boyle welcomed Laura Smith, Director of People and Culture to her first Committee meeting and looked forward to working with her. Thanks were passed to Jenny Pope for supporting in an interim period and for all her hard work in ensuring the Committee continued to receive relevant updates.

Marcella Boyle welcomed Linda Semple to the Committee in her new role as a Member.

Although Karen Kelly had submitted an apology for today, the Committee would like to thank her for her support and attendance over the past year.

Marcella Boyle advised the Committee that the Accessible Changing Facility was almost complete with the hope that this would be opened in the coming days. Also the Wellbeing Zone design had been approved with work commencing in March 2024.

Marcella Boyle also acknowledged that as the financial envelope reduced in the current climate, it was important that staff were aware of the balance required to do things differently but at the same time looking at new and innovative ways of working.

**1.2 Apologies**

The apologies were accepted as noted above.

**1.3 Declarations of Interest**

There were no changes requested to the Standing Declarations of Interest.

**2. Updates from meeting on 23 November 2023**

**2.1 Unapproved Minutes**

The Committee approved the Minutes of the previous meeting.

**2.2 Action Log**

The action log was reviewed and actions updated.

**2.3 Matters Arising**

There were no matters arising

**3 Treated Fairly and Consistently**

There were no items to discuss.

**4 Safe Working Environment**

**4.1 Strategic Risk Register**

Katie Bryant presented the Strategic Risk Register.

Katie Bryant discussed a new risk that had been added regarding fixed term contracts noting that if not properly managed, could result in a poor employee experience. There were a total of 210 fixed term contracts in place at NHS Golden Jubilee, 24 of which were due to end within three months, 13 between four and six months and 75 in more than six months.

Katie Bryant advised that a Board Workshop on Risk was planned with a deep dive taking place to provide assurance that risks were being reviewed.

Jane Christie-Flight mentioned that the International Recruitment Programme was coming to an end and asked if this risk should be removed. Anne Marie Cavanagh advised that though Scottish Government funding was not continuing, cohorts were still expected up until summer 2024, with a review of the risk at that time.

Callum Blackburn raised the risk on Covid and wondered if this should be reframed as a general staff health and wellbeing issue. Katie Bryant advised that there had been robust conversations about the Covid risk but it was felt it should remain on the Register.

Staff Governance and Person Centred Committee approved the Strategic Risk Register.

**4.2 Health and Safety Report – Quarter Three**

Laura Smith presented the Health and Safety Report – Quarter 3.

There were currently 15 risks with no new risks identified. RIDDOR and Health and Safety adverse incidents remained low with two reportable incidents.

Laura Smith advised that the Health and Safety team had started a programme of unannounced tours. These are being carried out in conjunction with specialist colleagues, staff representatives and senior management.

Laura Smith advised that it was not clear to see how risk appetite related to risk, reputation or regulatory requirements and it was agreed that the covering paper should advise which appetite relates to which risk. Laura Smith agreed to pick up this action with John Scott.

Marcella Boyle passed on her thanks to John Scott and his team for producing the report.

Staff Governance Committee noted the Health and Safety Report for Quarter Three.

**4.3 Occupational Health Report – Quarter 3**

Laura Smith presented the Occupational Health Report – Quarter 3.

Laura Smith advised there had been positive results coming through the reporting cycle.

There was a further Mental Health First Aid Training session planned for 20 March 2024. The service level review to potentially recruit an in-house Staff Health and Wellbeing Practitioner to maintain the service and provide in house support for staff continued. Marcella Boyle asked if this training would be open to Non-Executives to attend as well. Laura Smith agreed to speak with the team to find out if this was possible.

Recruitment were continuing to prioritise Pre-Employment screening to decrease the length of time candidates were waiting. A portal was being implemented to facilitate the online pre-employment process which had been demonstrated to representatives from Digital Governance, eHealth, HR and Recruitment teams.

Jane Christie-Flight commented that it was good to see the Mental Health support being put in place and praised the Occupational Health Physiotherapists for their proactive work in supporting staff within the organisation.

Staff Governance and Person Centred Committee noted the Occupational Health Update Report for Quarter Three.

**4.4 Staff Governance Policy Tracker Update**

Jane Christie-Flight presented the Staff Governance Policy Tracker update.

There had been changes made to the Policy Tracker due to the migration to the Once for Scotland (OfS) Policy. The next tranche of OfS policies had recently been circulated for consultation and were currently expected to soft launch in September/October 2024and this included Equality and Diversity, Fixed Term Contracts, secondment and redeployment. It was expected that these would go live in January 2025.

Marcella Boyle stated the though the tracker was produced for a number of different audiences, it was bundled under different titles and asked Jane Christie-Flight if she could review with headings such as Health and Wellbeing, Pastoral, etc.

Staff Governance and Person Centred Committee noted the Staff Governance Policy Tracker Update.

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| **Action Ref** | **Action** | **Lead** | **Timescale** |
| SGPCC/120324/01 | **Staff Governance Policy Tracker**  To review tracker headings to include areas such as Health Wellbeing, Pastoral, etc, | Jane Christie-Flight | 7 May 2024 |

**5 Appropriately Trained**

**5.1 Knowledge and Skills Framework (KSF) Appraisal Update**

Laura Smith welcomed Donna Akhal to present the Knowledge and Skills Framework (KSF) Appraisal update.

Laura Smith advised that as at 31 January 2024, the completion rate for NHS GJ was at 58% meaning there were no changes. However, there are been a 2% increase in February so currently the completion rate was at 60%. There continued to be support for employees which was having an impact.

Jane Christie-Flight advised that there was not the fluctuation that we had seen in previous years but she was concerned about the March figures due to the impact of the number of appraisals due at the year end.

Donna Akhal advised this was a similar picture in most Health Boards. However, a piece of work to move from the current system to adopt the full Turas suite was underway which may improve the quality of data viewed.

Laura Smith advised that staff were being asked to go back to basics ‘what is my role, how am I able to do it well’ to try and help them understand why this process was so important. It was also about providing education and support to managers to make this as easy a process as possible.

Anne Marie Cavanagh advised that due to a high turnover in nursing managers’, time pressures and with a challenging clunky system, it had been difficult to progress, but wanted to highlight that this had not been due to a lack of effort on the part of managers.

Marcella Boyle stated this was about context and how appraisal development was set as people development was important and we needed to get this right in terms of development, support and improving the messaging.

The Staff Governance and Person Centred Committee noted the Knowledge and Skills Framework Appraisal Update.

**6 Person Centred**

**6.1 Feedback Report with Key Performance Indicators (KPIs) - Quarter 3**

Katie Bryant presented the Q3 Feedback Report.

It was recognised that the number of formal stage one complaints had increased but stage two complaints had decreased. There had not been any identified trends and a review of the data capturing and reporting was being completed internally to present in a more meaningful way.

There had been an increase of compliments from patients, providing feedback on their stay at the hospital, the staff they engaged with and the resources provided. This recognised the good work being done across the organisation.

Katie Bryant detailed how the complaint process journey was being analysed, to ensure those involved in complaints were receiving the correct support. The complaints process would continue to be monitored to ensure it was being followed correctly.

Marcella Boyle thanked Katie Bryant for the update and the detail contained within the paper presented.

Sandie Scott highlighted that compliments far outweighed complaints as there were a number received across social media sites as well.

Marcella Boyle asked if triangulation of all compliments received from across the organisation could be included in the scope of work being undertaken. Katie Bryant advised she was happy to include and would link in with colleagues across the organisation to see how the data could be collected.

Laura Smith advised that one of the actions from the Blueprint for Good Governance Action Plan was to understand how we triangulate culture data across the organisation and, along with Carole Anderson, work had begun on this.

Rob Moore asked if the Hotel and NHS Scotland Academy compliments could also be included in the triangulation of this data.

Katie Bryant advised that work was underway to establish a relationship with other NHS Health Boards with regard to complaints and compliments, risk and resilience to improve the process.

The Staff Governance and Person Centred Committee noted the Feedback Report with KPI’s for Quarter 3.

**6.2 Whistleblowing Quarter Three Update**

Anne Marie Cavanagh presented the Whistleblowing Q3 update.

Anne Marie Cavanagh thanked Nicki Hamer for writing the report and noted there had been no new whistleblowing concerns reported over the last period. A lot of work had been undertaken to raise awareness of the Whistleblowing modules and all three categories had shown an increased uptake.

Anne Marie Cavanagh advised INWO were relaunching the Whistleblowing Practitioners Forum to enable easy sharing of information and herself and Nicki Hamer would be joining this forum.

Nicki Hamer advised that INWO were hosting a dedicated workshop for the writing of the 2023/24 Annual Whistleblowing Report and further information would be received.

The Staff Governance and Person Centred Committee noted the Whistleblowing Update for Quarter Three.

**7 Well Informed**

**7.1 Integrated Performance Report January 2024 Staff Governance (Page 32)**

Laura Smith presented the Integrated Performance Report for Staff Governance for January 2024.

Laura Smith advised sickness absence was reported at 6.3% which had not increased since the previous reporting.

Callum Blackburn asked if when looking at the graph post pandemic at 5% whether this new level of sickness (at 6%) was a realistic level.

Laura Smith advised that she would need to understand where other NHS Health Boards sat to see if this was a realistic measurement.

Marcella Boyle advised that she had previously had these discussions with Gareth Adkins to understand how the data within NHS GJ matched other Boards and could we influence discussions about staff absence benchmarks.

Laura Smith advised guidance on how to report absence was expected to be launched in the summer.

Staff Governance and Person Centred Committee approved the Staff Governance Section of the Integrated Performance Report for January 2024.

**7.2 Terms of Reference (Financial Year 2024/25)**

Nicki Hamer presented the Terms of Reference which had been updated to include changes to job titles and the removal of the Chair of Audit and Risk Committee to be replaced by the Chair of Strategic Portfolio Governance Committee.

Staff Governance and Person Centred Committee approved the Terms of Reference 2024/25.

**7.3 SGPCC Workplan (Financial Year 2024/25)**

Nicki Hamer advised the Work Plan for 2024/25 covered a range of activities including statutory reporting duties, regular items of business and priority planned pieces of work which support Board and Committee objectives.  If there were any changes as a result of issues arising within the year then the Work Plan would be revisited and revised accordingly.

Staff Governance and Person Centred Committee approved the Work Plan for 2024/25.

**7.4 Communications Update**

Sandie Scott presented the Communications update.

Sandie Scott shared that the last issue of Jubilee Life achieved over 13,000 views.

Work was underway with departments to create the intranet. Sandie Scott advised that the intranet would be accessible through mobile devices on Office 365 application. Sandie Scott advised that the new website would be much improved and easily accessible with departments being able to update their own areas.

NHS Education for Scotland (NES) workforce team would be working with the Comms Team on a National recruitment campaign which would support all programmes of work.

Sandie Scott advised that The Heart Hospital documentary which was filmed in NHS GJ was due to be aired soon.

Sandie Scott detailed the upcoming events within the hospital including Graduate apprenticeships. The People Awards were due to be launched in April/May. The NHS Scotland event in June had received 8 submissions to date.

Sandie Scott advised that Jon Clarke had been appointed as an Honorary Professor at the University of Strathclyde.

Marcella Boyle commended the work of the Communications Team.

Staff Governance and Person Centred Committee noted the Communications Update.

**7.5 Blueprint for Good Governance Improvement Plan 2024/25**

Nicki Hamer presented the Blueprint for Good Governance Improvement Plan advising that this had been developed to provide an update on the delivery of actions contained within the Board’s agreed Blueprint for Good Governance Improvement Plan 2024/25. The Board’s overall Improvement Plan contained 10 specific actions in total.  The Appendix to this report showed the threecommitments that related to the remit of this Committee.

Staff Governance and Person Centred Committee approved the Blueprint for Good Governance Improvement Plan 2024/2025.

**7.6** **Dementia Strategy**

Anne Marie Cavanagh presented the Dementia Strategy, outlining the comprehensive document and the 10 dementia care actions.

Anne Marie Cavanagh thanked the Communications Team for the engaging and accessible document and the new Dementia Nurse for pulling all the information together. This Strategy would improve accessibility of educational resources, both online and face to face, to help improve the knowledge, skills and confidence of staff as well as other staff groups such as volunteers and family members.

Marcella Boyle advised it was an excellent Strategy that supported patients and staff who support people with dementia..

The Staff Governance and Person Centred Committee noted the Dementia Strategy.

**7.7 AHP Workforce Strategy**

Anne Marie Cavanagh presented the Allied Health Professionals (AHP) Workforce Strategy and thanked Christina MacLean for all her work on this. The Strategy would cover the next five years and would focus on developing and upskilling staff, the health and wellbeing of staff and improve access to and awareness of AHP services.

Anne Marie Cavanagh advised there would be an annual update to the Committee on the action of the deliverables.

Anne Marie Cavanagh advised that Healthcare Scientists had been omitted. However a national framework was being developed and she would speak with Mark MacGregor and bring an updated plan back to this meeting.

Marcella Boyle advised it was a fantastic Strategy and thanked all colleagues who were involved in it.

Staff Governance and Person Centred Committee noted the AHP Workforce Strategy.

**8 Involved in Decisions**

**8.1** **Partnership Forum Report**

Jane Christie-Flight presented the Partnership Forum Report from the meeting held on 26 January 2024. A presentation from Gordon James and Michael Breen was provided on the Three Year Plan income and expenditure, including the current position for 2023/24.

A pension update was provided. There were 200 staff that had participated in webinars/department sessions about the NHS pension scheme.

An update on Band 2 and 3 review was given. The Associate Nurse Director was supporting the review of posts in the Intensive Care Unit (ICU). The updated job description had been shared with the relevant Trade Unions.

There were a number of policies approved including the Menopause and Menstrual Health and Pregnancy Loss . The last tranche of the NHS Scotland Once for Scotland Workforce Policies Programme review was the Managing Health at Work policies was it was anticipated that these would come out for consultation in autumn 2025 and be launched early 2026.

Staff Governance and Person Centred Committee noted the Partnership Forum Report.

**8.2 Volunteer Activity Yearly Update**

Tosh Lynch presented the Volunteer Activity Yearly update.

There had been an increase in the amount of volunteers at NHS Golden Jubilee with an increase from 29 to 35 volunteers since the beginning of the year with a possibility of having 60 volunteers by the end of the year.

Therewere differentevents planned throughout the year including visits to schools to provide information on the volunteer service and encourage students to volunteer.

Tosh Lynch discussed the Sensory Care Service. There was currently one Sensory Care volunteer with another undergoing training with the Royal National Institute for the Deaf (RNID). An SBAR supported by the Volunteer Forum was planned for discussion by the Equality, Diversity and Inclusion Group to agree what the Sensory Care Service should look like in the future.

Marcella Boyle stated this was excellent news in terms of the increase of volunteer numbers and thanked Tosh Lynch, Maureen Franks and the team.

Staff Governance and Person Centred Committee noted the Volunteer Activity Yearly Update.

**8.3 Spiritual Care Strategy Annual Highlight Report for 2023**

Tosh Lynch presented the Spiritual Care Strategy Annual Highlight Report for 2023.

There had been an increase in activity in all three areas of spiritual care with staff Health and Wellbeing leaflets being created.

Tosh Lynch advised there had been an increase in the number of staff referring patients to Spiritual Care. This was due to the increased visibility of spiritual care with inductions, improved pathways and an additional member of staff. There was more training planned around Spiritual Care with Pastoral Care Volunteers and Senior Charge Nurses.

There had been an increase in bereavement support since July 2023 with a number of requests coming from staff. A leaflet for staff was being produced by the Spiritual Care Team.

Marcella Boyle thanked Tosh Lynch and the team for all their hard work around this Strategy.

Staff Governance and Person Centred Committee noted the Spiritual Care Strategy Annual Highlight Report for 2023.

**9 Issues for Update**

**9.1 Update to the Board**

The Committee received the Health and Safety Report – Quarter 3 and sought further assurance and visibility of the programme plan behind the 14 identified Health and Safety Risks.

The Committee approved the Strategic Risk Register (February 2024) that included the addition of a new risk that has been developed in relation to Fixed Term Contracts.

The Committee received the Occupational Health Report for Q3 that highlighted the excellent services offered to staff and requested that this report be shared with NHS Golden Jubilee Board.

The Committee approved the Whistleblowing Q3 Report.

The Committee approved the Integrated Performance Report and discussed the Turas data for planned work around sickness absence/safe attendance and the further work being undertaken around turnover. The Committee discussed the status of international recruitment and that this metric/risk may change with Scottish Government’s decision to discontinue the dedicated funding.

The Committee noted the Communications Plan and the work being planned to support the wider portfolio.

The Committee welcomed the comprehensive Dementia Strategy and thanked all involved for their work on this.

The Committee received the AHP Workforce Strategy and noted the continuing commitment and development of staff but acknowledged there was further opportunity to include healthcare science staff.

The Committee approved its three actions as noted within the Blueprint of Good Governance Improvement Plan 2024/25.

The Committee approved its Annual Work Plan for 2024/25.

The Committee approved its Terms of Reference for 2024/25.

The Committee received an update on the Volunteer and Spiritual Care Strategy and thanked the team for all their hard work in bringing positive outcomes.

**10. AOCB**

Anne Marie Cavanagh advised that the Health Improvement Scotland (HIS) Inspection Report had been published on the HIS website the previous week with five areas of good practice outlined within the report. A paper would be presented to this Committee at the next meeting.

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| **Action Ref** | **Action** | **Lead** | **Timescale** |
| SGPCC/120324/02 | **HIS Inspection Report**  Paper to be presented to May Committee | Anne Marie Cavanagh | 7 May 2024 |

**11 Date and Time of Next Meeting**

The next scheduled meeting of Staff Governance and Person Centred Committee was noted as 7 May 2024 at 10:00 hrs.