## Approved Minutes

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

**Date: Tuesday 3 September, 14:00-16:30**

**Venue: Microsoft Teams**

**Members**

Rob Moore Non-Executive Director (Chair)

Callum Blackburn Non-Executive Director

Jane Christie-Flight Employee Director

Linda Semple Non-Executive Director

**Core Attendees**

Gordon James Chief Executive

Laura Smith Director of People and Culture

**In attendance**

Jenny Pope Deputy Director of People & Culture

Nicki Hamer Head of Corporate Governance and Board Secretary

Sandie Scott Director of Strategic Communications and Stakeholder Relations

Eleanor Lang Associate Nurse Director (Education and Professional Development))

Donna Akhal Head of Learning and Organisational Development *- Items 4.3 & 6.2*

Christina MacLean Head of Rehabilitation and AHP Lead – *Item 3.4*

Joe Hands Deputy Head of Risk and Clinical Governance – *Item 5.1 & 7.1*

John Scott Director of Facilities and Capital Projects – *Item 5.2*

**Apologies**

Anne Marie Cavanagh Director of Nursing

Mark MacGregor Medical Director

Marcella Boyle Non-Executive Director

**Minutes**

Paula Nugent Senior Corporate Administrator

1. **Opening Remarks**

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

Rob Moore was chair of this meeting as Marcella Boyle was unable to attend.

Rob Moore noted that it was Merchant Navy Day and Urology Awareness Day. Additionally, it was noted that September was World Suicide Prevention Month.

**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 04 July 2024**

**2.1 Unapproved Minutes**

The minutes were approved as an accurate reflection 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.

1. **Well Informed**
   1. **Integrated Performance Report (IPR) June 2024, Staff Governance (Page 30)**

Laura Smith presented the IPR for June 2024, Staff Governance and provided a brief update on Fixed Term contracts. Other highlights were:

* Stress, Anxiety and Depression absence rate fell to 22.2% in June. Staff turnover remained at 0.4%. This was on par with national figures.
* TURAS Learn appraisal rating sat at 68%. This was the highest completion rate in the previous 12 months.
* Overall absence had risen to 8.6%. Laura Smith raised awareness of upcoming training sessions with HR around “safe attendance” and ensuring employee safety.

Rob Moore asked how drop in sessions were being promoted to colleagues across the organisation. Laura Smith responded that the Comms team were handling internal communications utilising eDigest and SWAY. Jenny Pope confirmed additional measures to raise awareness would include targeted communications to relevant managers.

Linda Semple asked whether planned and unplanned absences were separated in the reported figures. Laura Smith was unsure but would discuss with Carole Anderson and David Wilson to confirm if this was possible.

Jenny Pope confirmed that in the new eRostering software the reason for absence could be listed.

Callum Blackburn discussed the gradual increase of the baseline absence figure across the organisation. Laura Smith advised of the work programme led by Jenny Pope to reduce absence from 5.6 to 5.4%.

Gordon James discussed the long term versus short term sickness rate.

Linda Semple praised the positive impact of Staff Wellbeing work and acknowledged the decreasing Seasonal Affective Disorder (SAD) absence rate.

|  |  |  |  |
| --- | --- | --- | --- |
| Action no: | Action | Action owner | Action Due Date |
| SGPCC240903/01 | Laura Smith to confirm with whether planned and unplanned absences can be separated in reporting figures. | Laura Smith | 19 November |

Staff Governance and Person Centred Committee approved the IPR for June 2024, Staff Governance (Page 30).

* 1. **Corporate Objectives**

Gordon James and Nicki Hamer presented the Corporate Objectives for 2024/25.

These had been through the appropriate governance process including the Remuneration Committee and would align with the Strategic Risk Register.

Rob Moore asked whether Achieving the Balance actions would impact the Corporate Objectives. Gordon James stated he would be unable to confirm this at this time.

Staff Governance and Person Centred Committee noted the Corporate Objectives.

* 1. **People Plan Update**

Laura Smith presented the People Plan Update wherein three key themes had been identified -

* Getting the basics right
* Knowing our people and our organisation
* Our culture of collaboration

Focussed work would continue with the three themes.

Rob Moore emphasised the Board’s support for the People Plan and offered assistance, if required.

Staff Governance and Person Centred Committee noted the People Plan Update

* 1. **Return to Practice Guidance**

Christina MacLean presented the Return to Practice Guidance and defined the Guidance as applicable to two groups:

- Those who had previously been registered with the Health and Care Professions Council (HCPC), but had been out of practice for more than two years

- Those who had been registered with the HCPC for more than two years but had not practiced and considered themselves to be out of practice.

In these situations, the following guidance would apply;

- two to five years out of practice – 30 days of supervised practice

- five or more years out of practice – 60 days of supervised practice.

A small number of Return to Practice requests had already been received by NHS GJ teams. However, there was no existing clinical governance process in place to safeguard the organisation or those involved. This policy had been created to address the gap in governance and provide assurance to the organisation that these requests could be facilitated safely.

Laura Smith and Jenny Pope expressed support for the new Guidance.

Rob Moore asked for further details on the source of Return to Practice requests. Christina Maclean responded that these usually came from people living in the local area and occasionally previous colleagues were referred by current staff.

Rob Moore acknowledged the importance of linking in with the Comms Team in order to spread information to relevant stakeholders outwith the organisation.

Gordon James expressed support for the initiative.

Staff Governance and Person Centred Committee noted the Return to Practice Guidance.

1. **Treated Fairly and Consistently**
   1. **Agenda for Change**

Laura Smith provided a high level introduction to Agenda for Change.

Reduced Working Week

Laura Smith provided the update on Reduced Working Week. The majority of colleagues were now working the 37 hour reduced working week. The only exceptions were a specific group of 14 staff. Laura Smith confirmed these cases were being examined by HR colleagues and would be resolved before the Scottish Government deadline of November 2024.

Band 5 Review

Lynne Rapson provided the Band 5 Review update and advised that monthly meetings would be taking place with Nurse Managers. Four Awareness Sessions with Band 5 nursing staff had already taken place, with more scheduled throughout October. Lynne Rapson also advised that the national platform launched on 17 June 2024.

Rob Moore asked whether there was an estimated figure for the number of nursing colleagues who would submit to the Band 5 review. Lynne Rapson confirmed that we’re prepared for different levels of volume, in line with estimates from other Health Boards.

Protected Learning Time

Donna Akhal provided the Protected Learning Time update noting the key focus was identifying all mandatory and statutory training for each position.

Linda Semple thanked Laura Smith, Lynne Rapson and Donna Akhal for the clear and comprehensive update.

Linda Semple asked whether there was an estimated figure for the financial cost of the Band 5 Nursing Review. Gordon James confirmed that Graham Stewart was calculating an estimated figure and this would be presented to Scottish Government (SG).

Linda Semple suggested a formal letter was sent to SG on behalf of NHS GJ around the financial concerns for the Band 5 Review, outlining a “worst case” financial scenario. Linda Semple emphasised that she felt NHSGJ should be treated as a Territorial Board, rather than a Special Board, due to the scale of clinical work carried out.

Gordon James detailed that a hypothetical piece of work had been submitted to SG by all Directors of Finance across NHS Scotland Health Boards but was content to write a letter, pending a discussion with Jonny Gamble, Director of Finance.

Staff Governance and Person Centred Committee noted the Agenda for Change update.

1. **Safe Working Environment**
   1. **Strategic Risk Register including Deep Dive**

Joe Hands presented the Strategic Risk Register.

A deep dive review around Fixed Term Contracts had recently taken place and as a result, the risk was subsequently downgraded to a medium level risk.

The International Recruitment risk would be closed off once it had been through the correct governance routes.

Jenny Pope discussed that all risks on the Risk Register would be presented at the next Committee for further discussion.

Gordon James advised that risk conversations were discussed at the Executive Leadership Team meetings, including Health and Safety and specific staffing shortages.

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

* 1. **Health and Safety Quarter One Report**

John Scott presented the Health and Safety Quarter One Report that detailed current Risk Register items and progress made on each item.

Linda Semple asked about funding sources for repairs. John Scott confirmed that funding for repairs had been allocated in the 2024 capital budget. Further repair funding estimates would be submitted to SG towards the end of 2024.

Gordon James highlighted that there was limited money for capital projects across Scotland and that business continuity projects were the priority for Infrastructure funding.

Staff Governance and Person Centred Committee noted the Health and Safety Quarter One Report.

* 1. **Occupational Health Q1 Report**

Jenny Pope provided the Occupational Health Q1 Report and provided the following highlights:

* 23 referrals were made to the service between 1 April and 30 June 2024.
* 75 appointments were offered with 59 attended
* From the total referrals, 10 individuals were absent from work.
* The majority of referrals were from Corporate (10 referrals)
* The leading reason for referral remained at 43% due to demands in personal life.
* 100% of employees felt better following intervention.

The annual Flu Autumn/Winter campaign was projected to run as normal.

For Quarter One, 76 Management referrals and six self-referrals were assessed by Occupational Health. The main reason for these referrals continued to be due to mental ill health.

219 new employees were successfully screened as part of their Pre-Employment Screening.

Rob Moore noted there had been zero referrals from Hotel staff and questioned the reasoning around this. Rob Moore suggested linking in with Denis Flanagan to ensure resources were being raised and Hotel staff were aware of support available.

Callum Blackburn praised the resources available to hospital staff, particularly the Spiritual Care work carried out by Tosh Lynch and Joe Keenan.

Staff Governance and Person Centred Committee noted the Occupational Health Quarter One Report.

1. **Appropriately Trained**
   1. **Clinical Education Annual Report and 6.2 Clinical Education Strategy**

Eleanor Lang combined presenting the Clinical Education Annual Report and Strategy.

The reports covered all areas within the team: Clinical Education, Practice Education Facilitators, Resuscitation, Dementia, SVQ development and International Nurse Recruitment (INR).

Eleanor Lang highlighted it had been a busy year for Clinical Education. Supporting new staff for the opening of the Surgical Centre had been a priority and a large part of the work had been to support the INR training programme alongside supporting the wider and increasing nursing workforce.

NHSGJ’s existing Clinical Education Strategy was due for review and renewal in 2024. This ensured that the team in the widest sense had a plan in place to ensure that demands of staff training were met.

The Clinical Education team had reviewed the plans for their specialist areas for the duration of the strategy, identifying key priorities. There had been contributions made by Advanced Practice Leads to identify the key priorities to support Advanced Practice going forward.

Jane Christie-Flight asked whether newly qualified nurses would be recruited, even with the current financial landscape. Eleanor Lang confirmed that 35 new nurses would be starting at NHSGJ in November 2024.

Linda Semple provided details around Territorial Boards with ties to specific universities and their recruitment practices with those specific institutions. Linda Semple suggested mirroring these practices which asked student nurses to become bank staff in order to introduce them to the organisation, prior to their graduation. Gordon James confirmed that NHSGJ had an existing bank staff arrangement with NHS Greater Glasgow and Clyde.

Sandie Scott discussed the organisation’s continued relationships with Glasgow Caledonian University, University of Glasgow and University of the West of Scotland to combat nursing staff shortages.

Staff Governance and Person Centred Committee approved and noted the Clinical Education Annual Report and Strategy.

**7 Person Centred**

**7.1 Q1 Feedback Report**

Joe Hands presented the Q1 Feedback Report and reported there had been a 50% increase in Stage 1 complaints from Quarter.

Five new Scottish Public Service Ombudsman (SPSO) requests had been received and were still live in the system.

Joe Hands detailed the next steps for Quarter Two and identified the three key areas were:-

* Understanding Complainant experience
* Training/Education
* Review and redesign of the complaint process.

Callum Blackburn noted the high number of complaints from the Orthopaedic service and asked whether a key theme had been identified. Gordon James confirmed that NHSGJ’s Orthopaedic waiting times were around 12 weeks and it was likely that complaints were due to this.

Staff Governance and Person Centred Committee noted the Quarter one Feedback Report.

**7.2 Whistleblowing Quarter One Report**

Nicki Hamer presented the Whistleblowing Quarter One Report and advised that no new Whistleblowing Concerns had been received since the previous quarter.

Callum Blackburn confirmed the upcoming “Speak Up Week” from 30 September to 4 October.

Staff Governance and Person Centred Committee approved the Whistleblowing Quarter One Report.

**8 Involved in Decisions**

**8.1 Partnership Forum Report**

Jane Christie-Flight presented the Partnership Forum Report and provided a high level update of standing and discussion items from the recent meetings. This included the introduction of ePayslips and the approval of the implementation of Pay As If At Work electronically.

Partnership Forum had attended a tour of the new Surgical Centre.

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

**8.2 Staff Experience – iMatter 2024**

Donna Akhal provided the Staff Experience – iMatter 2024 and detailed figures around the increased staff rate, decreased response rate and increased team participation rate.

Laura Smith and Jane Christie-Flight had agreed to lead a session around the iMatter Board Report for all colleagues during autumn.

Donna Akhal advised that Team stories would be gathered and work was underway to develop staff engagement training for managers.

Callum Blackburn expressed a concern on the decrease in response rate and asked whether a cause had been identified. Sandie Scott speculated that staff annual leave and school holidays at the time of the survey being carried out, may have had an impact.

Gordon James thanked the Comms Team for the work done to increase participation and commended the Learning and Organisational Development team for their innovative ways of changing the form of the survey.

Donna Akhal confirmed that data from other NHS Health Boards had not been released yet but it would be interesting to note how NHSGJ compared nationally.

Staff Governance and Person Centred Committee noted the Staff Experience – iMatter 2024.

**9 Issues for Update**

**9.1 Update to the Board**

The Committee approved the Integrated Performance Report, Whistleblowing Q1 Report and the Corporate Objectives for 2024/25.

The Committee noted the AHP Return to Practice Guidance and thanked those involved for a very informative paper.

The Committee received an update on Agenda for Change areas and noted the progress on all three areas.

The Committee approved the Strategic Risk Register and welcomed the deep dive into Fixed Term Contracts which had in fact reduced the risk rating. International Recruitment risk had been reviewed with all actions now closed.

The Committee noted the Health and Safety Q1 Report which highlighted the Adverse Incidents, Fire Safety open actions, three policies that had been approved. The Committee also noted no new risks were added to the Health and Safety Risk Register.

The Committee noted the Occupational Health A1 Report for and commended the volume of work carried out by this service.

The Committee noted the Clinical Education Annual Report and approved the Clinical Education Strategy.

The Committee noted the Q1 Feedback Report and the improvement work that was underway in relation to the complaints process.

The Committee noted the iMatter Results for 2024 and were pleased to note that generally, all areas had slightly increased even though participation levels were down from the previous year.

**10 Any Other Competent Business**

No other competent business was raised.

**11 Date and Time of Next Meeting**

The next scheduled meeting of Staff Governance and Person Centred Committee was noted as Thursday 19 November 2024 at 14:00 hrs.