# GJF LogoBoard Meeting: 1 November 2018

**Subject:** Person Centred Committee update – 16 October 2018

**Recommendation:** Board members are asked to:

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| Discuss and Note | X |
| Discuss and Approve |  |
| Note for Information only |  |

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## 1 Background

The following key points were agreed at the meeting and have been split into the three high level quality ambitions of person centred, safe, and effective.

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| **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.** |
| * The committee noted the Involving People Report and were pleased to learn that the first group of role models has been identified and details are provided on Staffnet. * The Committee noted progress from Learning and Organisational Development and look forward to when this will be incorporated into the GJF People Strategy. * The new Volunteers Strategy and Action Plan was presented.  The Committee noted the various volunteer roles and that we currently have 71 volunteers.  The strategy laid out clearly how the Volunteer Strategy will be delivered, as well as setting out the required governance and accountability. * An update was provided on progress with Medical Appraisals and Revalidation.   The Committee was assured that learning from previous years had been taken into account and a new phasing is planned for this year.  No concerns were highlighted in terms of revalidation. |

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| **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.** |
| * The Committee reviewed a complaint from Radiology that was fully upheld around communication and staff attitude, and noted the actions that had been taken following the review. * The Committee reviewed the Quarter 1 Complaints Report and noted that one complaint was not responded to with 20 days.  Trends have now been added to the report going back to April 2016. The Committee requested the volume of patients be added to the report to give a clearer analysis. * The Committee noted the Quarter 2 2018/19 Staff Governance Report and noted the outcome of the iMatter questionnaire, which gave an Employee Engagement Index of 78 (maintaining the 2017 score) and discussed progress with team action plans. * Progress with the implementation of Human Factors across GJF was discussed and the Committee noted the need for new Human Factors trainers to carry on with progress. |

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| **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.** |
| * The Partnership Forum Report was presented and it was highlighted that there is a review of the PIN policies and work has started to align policies with the Once for Scotland approach. |

**Kay Harriman**

**Chair, Person Centred Committee**

**23 October 2018**

**(David Miller, Associate Director of Human Resources)**