**Ref: GJF/25018/05/05**

# GJF Logo

# Board Meeting: 10 May 2018

**Subject:** Person Centred Committee update   
- 24 April 2018

**Recommendation:** Board members are asked to discuss   
and note the update from the meeting

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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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| **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.**   * The committee was pleased to learn that the Golden Jubilee Foundation has been awarded Disability Confident Leader Status. * The Involving People Update was presented. The Involving People Group will be supporting the What Matters to You day on 6 June and plan to use this opportunity to feedback the Dignity at Work results. * The Equalities Group is looking to increase membership. * The PCC Annual Report 2017/18 was approved and it was concluded that the committee had met its remit. * The PCC Terms of Reference for 2018/19 were reviewed and the Annual Work plan was approved. * Following the Internal Auditors review of our Workforce Plans, an action plan will be tabled at PCC for review. |
| **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 stage one complaint (which is a complaint that should be easily resolved via telephone within five working days). In this case the complaint was closed off with a very good outcome within two working days. * The end of year Staff Governance Report was reviewed and noted. * The Committee is pleased to advise that 90% of Agenda for Change staff had an up to date Knowledge and Skills Framework Personal Development Review as at 31 January 2018; 10% over target. * The Committee reviewed sickness absence, with the trend being almost a flat line, indicating that over the 36 months there has been little change in overall sickness absence rates, staying around 5%. |
| **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.**   * An update was given on medical appraisal and revalidation; the Committee was pleased to learn that this was achieved at 100%. * The Committee approved the Staff Governance Standard Annual Report.  This is a national template and comprehensive evidence was given to support our submission.  Points for noting regarding iMatter are that 29 out of 140 teams did not receive a report as they did not have sufficient responses and 30% of teams did not produce an action plan.   The Learning and Organisational Development and Human Resources teams are offering support to help those teams develop an action plan. |

The next meeting is scheduled for 24 July 2018.

**Kay Harriman**

**Chair, Person Centred Committee**

**May 2018**