# Ref: GJF/2017/02/05

# GJF LogoBoard meeting: 16 February 2017

**Subject:** Person Centred Committee (PCC) Update

**Recommendation:** Board Members are asked to note the enclosed update from the PCC meeting held on 31 January 2017.

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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 received update reports on Involving People and the Band 1 Review Process. * The Committee was advised that the NHSScotland Staff Survey ceases this year. We will therefore rely on iMatter survey for feedback, plus ad-hoc internal surveys as required. * iMatter has started well within the Board however there is concern re the number of Records of Progress completed. To succeed we need to complete the first cycle in March. |
| **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 examined a complaint related to a patient with dementia who received surgery. The process relating to the management of the complaint was satisfactory. It was noted that when a relative has Welfare Power of Attorney, this is not recorded anywhere within the notes. As a result, the patient passed the standard four step test and was able to determine which surgery was to be carried out without the relative with Power of Attorney being involved (although they were available). * It was noted that the Dementia Nurse is in post now and higher profile is being given to the subject. * The Committee noted that a new national complaints procedure will be in place by 17 March. * The Committee heard that quarterly eKSF activity is behind target. Although the overall target of 80 percent can be achieved by end of March, Executive leads are requested to address challenges within their own areas of responsibility. * Occupational Health and Safety report received with positive updates.   + Update from Physiotherapy received which is generally positive.   + It was noted that the main reason for non attendance when referred was work pressure.   + Management referrals are less than total referrals.   + Increased emphasis on physical activity is being promoted. This is supported by the Committee. |
| **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 Committee received the following reports:   + Partnership Forum   + Sickness Absence. It was noted that the data included is rich, but there are still a small number of "not known" causes of absence.   + Communications Scorecard. The Committee noted excellent performance but increased workload. It was also noted that hotel website hits were low but conversion rates are good. * The Committee also discussed the Communications Strategy as part of the consultation process for this, noting that this highlights the rapid and unpredictable change in communications channels providing challenges for the future. |

The next meeting is scheduled for 25 April 2017.

**Jack Rae**

**Chair, Person Centred Committee**

**February 2017**