# Board meeting: 26th September 2019

**Subject:** Person Centred Committee update

**Recommendation:** Board members are asked to note the discussions at the Person Centred Committee (PCC) held on 4th September 2019

The following key points were discussed 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.**  **Partnership Forum Report**  The report was noted and the Committee discussed the catering service redesign along with changes to the senior management structure.  **Volunteers Strategy**  The Committee talked through the actions summary for 2019 and how it linked to the strategy. Regular updates will be provided to the Committee.  **Terms of Reference and Workplan**  The Committee approved the terms of reference and workplan. |
| **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.**  **Complaints Scrutiny**  Claire Fenwick, Service Manager for Cardiac, Thoracic and Critical Care gave a presentation on the thoracic service level of complaints upheld, themes. Number of complaints were low. Phase 2 response was not always met but assurance was given on the quality of the outcome. We are looking to survey more patients. The Committee discussed a deeper dive on the experience of patients by interviewing them which will be extended across the organisation.  **Integrated Performance Report**  The Committee reviewed the staff governance section of the report and recommended adding staff retention and asked if the complaints which are detailed in the clinical governance section can be incorporated into the staff governance section.  **Workforce Monitoring Report**  The approach for the report was not just facts and figures but includes some insight and intelligence in numbers to enable us to call out actions which will be incorporated into the workforce plan.  **Workforce Plan**  The workforce plan was discussed and approved. |
| **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.**  **Clinical Education Annual Report**  The report was noted. The Committee commented on how comprehensive the report was and how it represented the good work being done.  **Job Plan Update**  Alistair Macfie and Gareth Adkins gave progress to date for the sign off of job plans for this year along with the escalation process put in place. Further work is required to ensure that all medical staff have a signed off job plan in place by October 2019. Job planning for 2020/2021 will then commence.  **Communications**  An update was given on the annual workplan which now includes more internal communications work. The team informed the Committee that they have been nominated for the NHS Communications Team of the Year award. Results will be announced on 26th September. |

The next meeting is scheduled for: 7th November 2019

**Kay Harriman**

**Non Executive Director**

**Gareth Adkins**

**Director of Quality, Innovation & People**