

**NHS 24
BOARD MEETING**

**31 AUGUST 2023
ITEM NO 12.2
FOR ASSURANCE**

**KEY POINTS OF THE STAFF GOVERNANCE COMMITTEE HELD
ON 3 AUGUST 2023**

Executive Sponsor:	Committee Chair, Mr Alan Webb
Lead Officer/Author:	Deputy Chief Executive/Director of Workforce, Dr Jacqui Hepburn
Action Required	The Board is asked to note the key points for assurance from the Staff Governance Committee meeting held on 3 August 2023.

1. Purpose of the report

This report provides the NHS 24 Board with an update on key issues arising from the Staff Governance Committee meeting held on 3 August 2023 at 10am, via MS Teams.

2. Recommendation

The NHS 24 Board is asked to receive and note the key points outlined.

2.1 Staff Experience Update

The Committee considered the paper 'Staff Experience Update' presented by Ms Aspley, Chief Communications Officer.

Ms Aspley advised the paper provided highlights from NHS 24's programme of improving staff experience during the last quarter and includes:

- Examples of improvements made following staff feedback
- An update on this year's staff awards programme
- Information on a new governance process in development regarding actioning and feeding back to staff on all suggestions, questions and comments made as part of NHS 24's staff engagement activity

2.2 Access to Work Mental Health: Able Futures

The Committee considered the paper 'Access to Work Mental Health: Able Futures,' presented by Ms Gordon, Head of People Services.

Ms Gordon provided the Committee with an overview of the service:

- Able Futures is designed to support staff to remain in work through 121 support and guidance from a dedicated Vocational Rehabilitation Consultant (VRC) who is a qualified health care professional. Support will be provided over the phone, through email or video call at a time that suits the employee.
- Employees can self-refer online or by telephone. The service is confidential. Individuals are eligible for support if they are:
 - Aged 16 or over and in paid employment
 - Attending work or are off sick
 - Having problems managing their mental health. Diagnosed or not.
- Once employees have applied, they will receive a call back to check eligibility. Applications will be sent to DWP for approval and once funding has been arranged initial appointment and support plan delved with 30 days. There is no charge to employee or NHS 24 to use this service. The employee will receive nine months free support from Able Futures to help them build their self-care and wellbeing routines, tackle issues, feel better and learn new ways to manage their mental health. A review period is conducted at 6 months with the employee and Able Futures to track progress

2.3 Culture Alignment Programme – Values and Behaviours Framework & Improvement Framework

The Committee considered the paper 'Culture Alignment Programme – Values and Behaviours Framework & Improvement Framework' [Paper No. 5.6.2] presented by Ms Macauley, Culture Change Manager.

Ms Macaulay presented the proposed NHS 24 Values and Behaviours Framework and provided an update in relation to the implementation plan of the Cultural Alignment Programme. The Cultural Alignment Programme would be undertaken and reported in concurrence with the Workforce Strategy and 3 Year Plan under the priority of 'Inclusive Culture'.

2.4 iMatter National and Board Results 2022 & 2023

The Committee considered the paper 'iMatter National and Board Results 2022 and 2023' [Paper No. 5.6.3] presented by Dr Jacqui Hepburn, Deputy Chief Executive & Workforce Director. The paper provided the 2023 response rate which had been confirmed at 70%, a notable 5% increase from 2022 and an overall 13% increase over the past two years. These improvements indicate that NHS 24 are actively fostering psychological safety and that our people want to engage with the organisation. Next steps are for teams to develop Action Plans to address the lower scoring elements of their survey results. Action Plan submission, confirmed by the line manager are to be completed by 15th December 2023. Updates and comparative analysis of NHS 24's performance against all other Health Boards will be reported through EMT and Staff Governance Committee in Q4.

2.5 Whistleblowing Standards Update

The Committee noted the Whistleblowing Standards update provided by Ms Docherty, who lighted a meeting would take place with the Minister on Friday, this would be the first opportunity to meet him since his appointment. Ms Docherty would provide feedback on the meeting at a future date.