

**NHS 24
BOARD MEETING**

**20 JUNE 2019
FOR ASSURANCE**

**Approved Minutes of the Staff Governance Committee Meeting held on
28 March 2019 at 10:00am in the Committee Room at Cardonald**

REGULAR BUSINESS

1.1 Attendance and Apologies

Committee Members

Dr Jay Butler	Non Executive
Mr John Glennie	Non Executive (Committee Chair)
Mrs Christine Malcolm	Partnership Forum Nominated Representative
Mr Fred McCosh	Partnership Forum Nominated Representative
Mr Graham Revie	Non Executive (Committee Vice Chair)

In Attendance

Ms Suzy Aspley	Head of Communications
Mrs Gayle Baxter	Learning Infrastructure Manager
Ms Nicola Dawson	Head of Integrated Services
Mr Eddie Docherty	Director of Nursing and Care
Mrs Louise Gordon	HR Business Partner
Mrs Linda Lynch	Deputy Director of Human Resources
Mr Joe Markey	Regional Partnership Chair
Mrs Gill McInnes	Head of HR Business Services
Mr Kevin McMahan	Head of Risk & Resilience (For Item 2.4)
Mr David Miller	Director of Workforce
Mr Davie Morrison	Participation and Equalities Manager (For Item 2.7)
Ms Steph Phillips	Interim Director of Operations
Mr Ian Reid	Executive Lead for HR
Mrs Esther Robertson	Chair
Mrs Chantal Robinson	EPA (minutes)
Mrs Clare Scanlan	Knowledge Management Facilitator
Mr Alan Webb	Non Executive

Apologies

Mrs Pauline Docherty	Head of Employee Relations
Mrs Angiolina Foster	Chief Executive
Mr Mike McCormick	Non Executive

Mr Glennie opened the meeting and welcomed all members and attendees.

Mr Glennie extended a warm welcome to Mr Miller attending his first meeting after joining NHS 24 as Director of Workforce. Mr Glennie advised the Committee that Mrs Malcolm had retired from NHS 24 and that Mr Kenny Woods would represent Partnership going forward. The Committee members extended their thanks and appreciation to Mrs Malcolm for her stellar contribution over the years.

1.2 Declaration of Interests

There were no declarations of interest.

1.3 Minutes of the Previous Meeting of 28 March 2018

The minutes of the meeting held on 28 March 2019 were approved as an accurate record of discussions.

COMPLIANCE REPORTING

2.1 Workforce Report

Mrs Lynch presented the newly revised format of the HR Workforce Report to the Committee; the report provided a summary and analysis of key HR Management Information trends that inform strategic decision making with regards to workforce development, recruitment requirements and required actions, as well as identifying any workforce risks or issues at the earliest opportunity.

The Committee noted the content of the report and took the highlights of the report as read, welcoming the in-depth presentations into key areas of workforce that would follow.

The Committee welcomed and endorsed the revised format of the trend report, noting the short timeframe for providing updated information between Committees.

2.2 Supporting Attendance – Mental Health & Wellbeing

Mrs Gordon led, in collaboration with staff side colleagues, the Committee's discussion on Mental Health and Wellbeing, highlighting the following:

- Absence in relation to Mental Health and mental distress is a common societal problem both within the public and private sector industries, as highlighted recently at the Scottish National CIPD conference.
- In liaising with other NHS Boards confirmation of absence in relation to mental health issues is one of the top reasons for sickness/absence.

The Committee noted the range of support and supportive wellbeing programmes available to staff, both from NHS 24 and staff side organisations, and noted its appreciation of Mrs Gordon's presentation.

An electronic copy of the full presentation is available for all Committee and Board members.

2.3 Knowledge Management Learning

The Committee acknowledged and welcomed the fulsome presentation delivered by Mrs Baxter and Mrs Scanlan from the Digital and Knowledge Management Team,

outlining the comprehensive range of current resources available to support staff development and the work currently being undertaken to support NHS 24 being the first National Board to move to Turas Learn platform. The Committee welcomed that this would contribute greatly and enhance the digital learning resources currently available to staff.

The Committee noted that NHS 24's Digital and Knowledge Management Team were ideally placed to lead on behalf of the National Board HR Collaboration agenda for Turas Learn rollout and Digital Learning.

The Committee noted its appreciation for the presentation.

An electronic copy of the full presentation is available for all Committee and Board members.

2.4 Staff Governance Committee Risk Register

The Committee noted the Staff Governance Risk Register.

2.5 Shift Review Update

Ms Dawson gave a fulsome presentation on "Shifting the Balance of Care". The Committee endorsed and fully supported the work that has taken place to date and requested further updates in relation to staff feedback, whilst noting the future challenges ahead.

2.6 Staff Governance Committee Development Event – Output and Follow Up

The Committee agreed that the paper would be brought back to the 16 May 2019 Staff Governance Committee meeting.

Action: LL

2.7 Equality Act 2010

Mr Morrison presented the reports which set out how NHS 24 embeds equality into our work, and provides the employment information we are required to publish by the specific duties of the Equality Act 2010. The Committee expressed their thanks to all staff who had contributed to the reports.

The Committee congratulated Mr Morrison on being the runner up in the 'Inclusive Communication Champion of the Year' category at the Scottish Sensory and Equality Awards 2019.

The Committee noted the papers.

2.8 NHS 24 2019-2024 Strategy

Mrs Lynch introduced the paper which was taken as read, and noted that it had been considered at other formal committees of the Board. Any final comments were to be directed to the author, Mrs McGurk, Director of Finance & Performance.

STAFF GOVERNANCE STANDARD

3.1 Well Informed

3.1.1 Communications Delivery Plan 2019

Ms Aspley presented NHS 24's Communication Delivery Plan and highlighted the following key activities:

- Post campaign evaluation analysis for the Be Health-Wise this Winter campaign highlighted the ongoing potential for the campaign to promote seasonal messaging.
- Staff engagement continues to be progressed with the development of recognition cards, in partnership with a range of colleagues from across services. Planning for the next round of engagement sessions is underway.
- Communications have been involved in the delivery of staff engagement for key areas of work including the shift review and Better Working Better Care.
- Service Development communications is ongoing and responsive as projects progress.
- Social media continues to be a key external communication vehicle for the organisation with multi-media content a key strength. Several members of the team have been trained in this area and have produced videos which have delivered excellent levels of engagement.
- NHS 24's role as lead in communications and engagement continues and significant progress has been in supporting this body of work.

Activities that the Communications team will focus on in the upcoming quarter include:

- To reproduce a refreshed Communications Delivery plan for 2019/2020.
- Develop role profiles and recruit to Digital Communications Officer roles, expanding production capacity of audio-visual content to support NHS 24 and other national collaborative projects.
- Establish content production function considering process, evaluation metrics and resource location.
- Development of staff engagement plan for 2019/2020.
- Planning is underway for the Spotlight Awards 2019.

The Committee noted the paper.

3.2 Involved in Decisions which Affect Them

3.2.1 Area Partnership Forum (APF) Report

Mr Revie provided an overview and presented the APF meeting agendas for the Area Partnership Forum which formally met on 24 January and 21 February 2019.

Mr Revie highlighted that the APF had focused on:

- Financial Performance Report to 31 December 2019

- Service Quality Report to 31 December 2019
- Executive Update to the Board
- Brexit Update
- SPPA NHS Circular 2019/20 – Employee contributions tiers
- Once for Scotland Policies
- Staff Governance Monitoring
- Update from Joint Negotiating Committee
- Easter Planning
- Absence Management
- Service Delivery Progress Report
- Regional Partnership Forum – SBAR Reports
- Draft Digital Strategy
- Key Project Updates – Better Working Better Care and the Shift Review

The Committee noted the update.

3.3 Provided with an Improved & Safe Working Environment

3.3.1 Area Health & Safety Minutes

Mrs McInnes presented the minutes of the Health and Safety Committee meeting held on 5 March 2019. Mrs McInnes highlighted that discussions had taken place in relation to the proposed design changes taking place within the centres. A survey has been planned to canvas staff feedback, this will be taken forward with the respective wellbeing groups. The Committee requested that the feedback from the survey is collated and fed back to staff.

Action: GMcl

The Committee noted the paper.

4. Matters Arising

The Committee considered actions arising from the minutes of the previous meeting and noted the updates provided against each item.

Accordingly, actions 284 and 285 were considered complete and were approved for removal from the Action Log.

5.1 Reflection on Committee Papers

The Committee considered that the papers presented had been helpful and contained meaningful information. The Committee felt the presentations were very good and topical.

6. Committee Schedule & Workplan

The Committee approved the Workplan.

6.1 Terms of Reference

The Committee approved the Terms of Reference.

6.2 Annual Report from Remuneration Sub Committee

The Committee requested that the Report be deferred to the 16 May 2019.

Action: CR

7. Any Other Business

There being no further business, the meeting was closed.

8. Agreed Committee Highlights to the Board

The Committee agreed that Mr Glennie would finalise the points to be submitted to the 11 April 2019 meeting of the NHS 24 Board.

9. Date of Next Meeting

It was noted that the next meeting of the Staff Governance Committee would be held on Thursday 16 May 2019 at 10:00am in the Committee Room, Caledonia House.