

**NHS 24  
BOARD MEETING**

**26 AUGUST 2019  
FOR ASSURANCE**

**KEY POINTS OF THE STAFF GOVERNANCE COMMITTEE HELD  
ON 12 AUGUST 2019**

<b>Executive Sponsor:</b>	Chair Staff Governance Committee
<b>Lead Officer/Author:</b>	Director of Workforce
<b>Action Required</b>	The Board is asked to note the key points for assurance from the Staff Governance Committee held on 12 August 2019

**1. Purpose of the report**

This report provides the NHS 24 Board with an update on key issues arising from the Staff Governance Committee held on 12 August 2019.

**2. Recommendation**

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

1. **Clyde Contact Centre** – NHS 24 has received an official letter from Golden Jubilee National Hospital that due to their expansion plans, NHS 24 will require to vacate the 5<sup>th</sup> floor by 31 July 2020. The Committee discussed the staffing implications, noting staff sides concerns. Discussions continue with Partners to look at some internal relocation possibilities. The search for suitable properties that fit our requirements for both one single site and for retaining two sites also continues. The Committee noted that NHS 24 and the Trade Unions were working well in partnership on this important project.
2. **Shift Review** – The Committee noted the ongoing staff engagement with the Shift Review, noting the positive acceptance rate from the responses they have received so far. 1/3 of staff have responded and 85% of staff responded have accepted their proposed rotas. The Resource Planning Team will process the agreed rotas throughout September ready for implementation in October.
3. **Sickness Absence** – The Committee noted that an Attendance Management Improvement Plan for 2019/20 had been developed to support staff in relation to sickness absence. The Committee noted the reduction in short term absence from 4.12% to 3.15% and the increase in long term sickness from 4.30% to 5.84% during June 2019. The Employee Relations Team continues to monitor progress of the Improvement Plan. The Committee emphasised the importance of good first line management, the creation of teams and the need to place the short term reduction of 0.5% in the context of a more ambitious medium term target.