

**NHS 24  
BOARD MEETING**

**12 DECEMBER 2019  
ITEM NO: 12.2**

**KEY POINTS OF THE STAFF GOVERNANCE COMMITTEE HELD  
ON 4 NOVEMBER 2019**

<b>Executive Sponsor:</b>	Chair Staff Governance Committee
<b>Lead Officer/Author:</b>	Director of Workforce
<b>Action Required</b>	The Committee is asked to note what was presented to the Board at their meeting on 4 November 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 4 November 2019.

**2. Recommendation**

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

1. **Clyde Contact Centre** – The Committee noted that three properties within the West of Scotland area had been selected for site visits. The focus of which had been properties that would accommodate NHS 24’s current Clyde staffing numbers working in a dual desk capacity, as well as space for staff visiting from other centres. The output from the visits will be compiled and the Committee would be updated at the next meeting.
2. **Shift Review** – The Committee noted that phase 1 of the shift review has been successfully completed and staff moved across onto the new shifts as of Monday 28<sup>th</sup> October. This has been a significant piece of work, engaging almost 900 staff within Service Delivery. Most staff have now transitioned onto their new shift pattern, although a small number of staff have not yet finalised their new shift arrangements and will continue to work on their existing pattern in the short-term. Staff Side colleagues challenged some of the processes that were in place, although this was in relation to a small group of people, the majority of staff were content. Management agreed to pick up and address any concerns. Phase II will commence in the New Year and will include the dental team, scheduled care services, and frontline managers.
3. **Sickness Absence** – The Committee undertook a “deep dive “ into sickness absence rates. A presentation was given of policies and procedures, and of potential new processes currently being piloted in the East Contact Centre.

All agreed that the current levels were unacceptable, particularly in some centres , and endorsed the work being carried out in the East Centre. It was

## NHS 24 GREEN

agreed that important elements in reducing the current rates were driving forward in the development of team working, peer pressure and rigorous and consistent management follow up