

**NHS 24  
STAFF GOVERNANCE COMMITTEE**

**6 MAY 2021  
ITEM NO. 1.3**

**Approved Minutes of the Staff Governance Committee Meeting held on  
2 February 2021 at 10:30am in the Committee Room at Cardonald and  
via Microsoft Teams**

**REGULAR BUSINESS**

**1.1 Attendance and Apologies**

**Committee Members**

Mr John Glennie	Non Executive (Committee Chair)
Ms Liz Mallinson	Non Executive
Mr Mike McCormick	Non Executive
Mr Alan Webb	Non Executive
Mr Kenny Woods	Employee Director (Committee Vice Chair)

**In Attendance**

Ms Suzy Aspley	Head of Communications
Dr Martin Cheyne	Chair
Ms Linda Davidson	Interim Director of Workforce
Mrs Angiolina Foster	Chief Executive
Mr Fred McCosh	Partnership Forum Nominated Representative
Mr Martin MacGregor	Partnership Forum Nominated Representative
Mrs Chantal Robinson	EPA (minutes)

Mr Glennie opened the meeting and welcomed all members and attendees, he advised that the meeting had been shortened to allow for focus on current priorities. Mr Glennie introduced Mr Jim Miller, Chief Executive designate who was joining the Committee as an observer.

Mr Glennie asked the Chief Executive to update members in relation to the Vaccination Programme for NHS 24 staff. The Chief Executive highlighted that Scottish Government had agreed for frontline NHS 24 staff to be included within the current vaccination programme underway. Mr Glennie extended the Committees thanks to the Chair, Chief Executive and Mr Woods for their combined efforts in bringing the situation to conclusion.

**1.2 Declaration of Interests**

There were no declarations of interest.

### 1.3 Minutes of the Previous Meeting of 17 November 2020

The minutes of the meeting held on 17 November 2020 were approved as an accurate record of discussions.

### 1.4 Matters Arising

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

Accordingly, actions 310 and 313 were considered complete and were approved for removal from the Action Log. In relation to Actions 304, 307, 311 and 312 they remain open until the 6 May 2021 meeting.

## BUSINESS ITEMS

### 2.1 Staff Support and Wellbeing – COVID 19

Ms Davidson updated the Committee in relation to ongoing activities to support staff wellbeing and recruitment activity to meet the demands of COVID19 and highlighted the following:

- **Wellbeing Strategy-** which is currently being developed for implementation on 1 April 2021. The Strategy will include the results from the recent iMatter, Home Working and Estates survey's. This will form part of the overall wellbeing actions. We are also working with the Communications Team to develop a further Staff Engagement regarding wellbeing to ensure that all centres and directorates have a voice within this issue.
- **Recruitment during COVID-19:** Temporary Call Operators and Call Handlers were recruited during September – December 2020. NHS 24 had received a phenomenal amount of applications and to streamline the recruitment process, conditional offers of employment were made and post-employment checks completed after the individual started with NHS 24.

The Committee requested that the conversation continues in relation to OD and that this remains high on the Committee's agenda.

**Action: LD**

### 2.2 Workforce Report

Ms Davidson presented the quarterly HR Workforce Report to the Committee; the report provided a summary and analysis of key HR Management Information trends with a focus on the months of October- December 2020.

The report informs 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.

It was agreed that further investigation would take place in relation to the reasons for staff leaving, and also to identify whether staff had moved internally or left the organisation, a breakdown of fulltime vs part time roles would also be provided.

**Action: KO**

The Chair requested an action plan be presented at a future Staff Governance Committee meeting to highlight the planned approach of improving the appraisal process.

**Action: LD**

The Chief Executive advised that conversations were happening with staff real time and were not being added to Turas, this was one of the downsides to the slimmed down attendance due to the pandemic.

The Committee noted the Report.

### **2.3 Statutory and Mandatory Training Update**

Ms Davidson presented the paper and updated the Committee in relation to the work which had begun to engage with key stakeholders in initial discussions. The aim of the work is to develop a clear view of training needs, in alignment with organisational and skill set requirements, and with national Once for Scotland developments in content design and approach. A paper on the Essential Clinical Modules would be presented at January's Clinical Education Guidelines Group to seek agreement on a revised approach to encourage completion and support clearer reporting.

The Committee highlighted their continued concern in relation to the low module completion by staff, the training is currently required to be completed by all staff in NHS 24, normally during their initial induction period, as well as ongoing training which is specific to certain skillsets. The Chief Executive highlighted the increase within NHS 24's Practice Educator capacity and also the increase in training facilities within our centres. The Chief Executive advised that a number of new Call Handler positions had been filled internally by the Call Operator cohort, which had helped enormously in terms of training capacity.

The Committee noted the update.

### **2.4 Communications Delivery Plan 2020/2021**

Ms Aspley presented NHS 24's Communication Delivery Plan and highlighted the following key activities, although coronavirus has resulted in the suspension of some activity.

- Significant amount of work to support the Redesign of Urgent Care Programme as leads for the national messaging work stream and delivery of the Right Care, Right Place national campaign.
- Utilisation of NHS 24 staff in upcoming TV campaign

- Continue the development and delivery of all staff engagement activity, support health and wellbeing and develop further digital content for staff, including two way engagement mechanisms

The Committee noted the updated plan.

## **FOR NOTING/INFORMATION**

### **3.1 Staff Governance Risk Register**

The Committee noted the updated Risk Register and advised that Risk RPND/039872 in relation to the Covid-19 vaccination programme be removed.

**Action: KMcM**

### **3.2 Area Partnership Forum (APF) Report**

Mr Woods provided an overview and advised that the APF had formally met on 19 November 2020, 17 December 2020 and 21 January 2021.

The Committee noted the update.

Mr Woods wished the Chief Executive a wonderful retirement and thanked her for the tremendous commitment she had shown in bringing NHS 24 to where it was today.

Mr Glennie also extended the thanks and appreciation of Committee Members and Attendees to the Chief Executive for her guidance and support to the Staff Governance Committee and wished her well on her retirement.

### **3.3 Committee Schedule & Workplan**

The Committee approved the Staff Governance Committee Workplan.

### **3.4 Any Other Business**

Mr Glennie advised that the next Committee meeting would commence at 10:00am.

**Action: CR**

Mr Webb advised the Committee of a professional/personal proposal he had presented to the Chief Executive and Director of Service Delivery regarding a study he is carrying out related to the significant changes taking place within the NHS workforce and how to help shape our workforce going forward within Cardonald. Work would commence end February/early March 2021.

There being no further business, the meeting was closed.

### **3.5 Date of Next Meeting**

It was noted that the next meeting of the Staff Governance Committee would be held on 6 May 2021 at 10:00am via Microsoft Teams.