

NHS 24 BOARD	16 DECEMBER 2021 ITEM NO:
KEY POINTS OF THE STAFF GOVERNANCE COMMITTEE HELD ON 11 NOVEMBER 2021	
Executive Sponsor:	Chair Staff Governance Committee, John Glennie
Lead Officer/Author:	Director of Workforce, Jacqui Hepburn
Action Required	The NHS 24 Board is asked to note what was discussed at the Staff Governance Committee at the 11 November 2021 Meeting.

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 11 November 2021.

2. Recommendation

The NHS 24 Board is asked to receive and note the key points outlined. The main focus of the Committee had been Attendance Management, Shift Review Update, Management Essentials Programme and Workforce People Action Plan to March 2022.

2.1 Attendance Management Overview

The Attendance Management Improvement Plan had been developed in conjunction with Service Delivery colleagues, and shows the objectives to be achieved in order that NHS 24 could more effectively manage sickness absence and promote health and wellbeing. The plan is reviewed monthly at the Attendance Management Improvement Steering Group Meeting.

Working with Service Delivery to progress key actions:

- Wellbeing Team Managers (WTM) have been in place since May 2021.
- Staff experience groups have been set up within each centre and play a key role in how they support attendance management in their centres.
- Wellbeing information is sent to all staff on a regular basis and we are engaging with staff experience groups to ensure that the centres are also promoting this.

2.2 Management Essentials Programme

The Head of ODLL, provided an overview to the Committee in relation to the proposed Management Essentials Programme which had recently been developed. The Committee note the outputs from stakeholder consultation, and

the extensive research, mapping and scoping work that had informed the design of the programme. The Committee approved the proposed Programme.

2.3 Workforce People Action Plan to March 2022

The Director of Workforce advised the Committee that a Workforce People Action Plan had been implemented and highlighted the following:

- The Action Plan acts as an interim delivery plan for our Workforce Directorate up to May 2022.
- The Action Plan is currently aligned to the objectives of RMP 4, namely 'transform our ways of working', 'support our workforce and their wellbeing' and 'further develop our organisation and culture'.
- Equality, Diversity & Inclusion considerations have been threaded throughout the Action Plan.
- Work has already commenced on a new 3-5 year Workforce Strategy and People Plan and will primarily directly align with the refreshed National Workforce Strategy for Health and Social Care in Scotland and NHS 24 Organisational Strategy 2022-25.

2.4 Workforce Dashboard Demonstration

The Workforce Information and Development Manager presented the dashboard that had recently been developed to provide key information to the Heads of Clinical Service in real time: identify and monitor attendance rates, workforce turnover, completed appraisals and health and well-being.

2.5 Shift Review Progress Report

The Director of Service Delivery provided an update to Committee Member, highlighting the following:

- Staff engagement underway with online survey and in-person focus groups complete
- Requirement Modelling underway with significant input from key stakeholder groups
- Revised project timeline to reflect the current operational capacity and resource pressures