

<p>NHS 24 BOARD MEETING</p> <p style="text-align: right;">24 FEBRUARY 2022 ITEM NO: 11.2 FOR ASSURANCE</p> <p style="text-align: center;">KEY POINTS OF THE STAFF GOVERNANCE COMMITTEE HELD ON 3 FEBRUARY 2022</p>	
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 3 February 2022 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 3 February 2022.

2. Recommendation

The NHS 24 Board is asked to receive and note the key points outlined. The main focus of the Committee had been Staff Engagement & Insights, Ways of Working & Planning, Organisation and Culture and People Services. The Committee also discussed the development of the Area Partnership Forum and their proposed Work Plan.

2.1 Attendance Management

The Committee discussed the concern in relation to Attendance Management across all cohorts of the frontline staffing groups. Sickness absence excluding COVID related special leave continues to be high. In October, November and December absence continues to sit above 9% with no noted improvements across the quarter.

In response, there is much activity on-going in a bid to reduce the impact and support our staff. The most noted change, is in the volume of meetings that are taking place due to staff members absence triggering the requirement for a meeting under the Once for Scotland Absence Policy. In the last quarter, more than 200 formal meetings (at varying stages in the policy) have taken place with managers and their staff members outlining the importance of attending work whilst ensuring supportive measures are in place to allow staff to return or preventing future absence.

2.2 Thrive App

The Thrive Mental Health Wellbeing App had been launched, this is described as a clinically effective app for the prevention, early detection and management of anxiety, depression and stress.

This will provide NHS 24 staff 24/7 support for mental health and within the app it provides:

- CBT (Cognitive Behavioural Therapy) programme
- The ability to seek further support with the touch of a button
- Over 100+ hours of content including a range of stress reducing sessions
- A progress journal to help staff keep track of your moods and stressors

2.3 Succession Planning & Talent Management

The Staff Governance Committee noted the new approach to Talent Identification and Succession Planning and the demonstration of the tool designed to support the new activities.

2.4 Stakeholder Engagement Insight Function

The Committee noted that from January 2022 the Stakeholder Engagement and Insight function had transitioned to a temporary reporting structure, with Workforce being agreed as base directorate for a period up to 6 months. The Committee were provided with an overview and key highlights of this area.

2.5 APF Work Plan

- The work plan sets out the direction of travel for the next 12 months for the forum. It had been developed taking into consideration the priorities around fair work and the commitments within the Workforce People Plan.
- The plan also included a self-evaluation to ensure that the forum is carrying out its role effectively to ensure effective partnership working.