

**NHS 24
STAFF GOVERNANCE COMMITTEE**

**13 FEBRUARY 2020
ITEM NO. 1.3**

**Approved Minutes of the Staff Governance Committee Meeting held on
4 November 2019 at 10:00am in the Committee Room at Cardonald**

REGULAR BUSINESS

1.1 Attendance and Apologies

Committee Members

Mr John Glennie	Non Executive (Committee Chair)
Mr Martin MacGregor	Partnership Forum Nominated Representative
Mr Fred McCosh	Partnership Forum Nominated Representative
Mr Graham Revie	Non Executive (Committee Vice Chair)
Mr Alan Webb	Non Executive

In Attendance

Ms Suzy Aspley	Head of Communications
Mrs Angiolina Foster	Chief Executive
Mrs Louise Gordon	HR Business Partner
Mr Joseph Markey	Partnership Forum Nominated Representative
Dr John McAnaw	Head of Pharmacy
Mrs Gill McInnes	Head of HR Business Services
Mr Kevin McMahan	Head of Risk & Resilience (for Item 2.6)
Mr David Miller	Director of Workforce
Ms Steph Phillips	Director of Service Delivery
Mr Alasdair Quinney	Associate Director
Ms Madeline Smith	Non Executive (Chair)
Mrs Chantal Robinson	EPA (minutes)
Mr Kenny Woods	Partnership Forum Nominated Representative

Apologies

Dr Jay Butler	Non Executive
Mr Eddie Docherty	Director of Nursing and Care
Mrs Pauline Docherty	Head of Employee Relations
Mr Mike McCormick	Non Executive

Mr Glennie opened the meeting and welcomed all members and attendees, noting apologies as above.

1.2 Declaration of Interests

There were no declarations of interest.

1.3 Minutes of the Previous Meeting of 12 August 2019

The minutes of the meeting held on 12 August 2019 were approved as an accurate record of discussions.

COMPLIANCE REPORTING

2.1 Workforce Report

Mr Miller presented the HR Workforce Report to the Committee; the report provided a summary and analysis of key HR Management Information trends with a focus on the month of September 2019. This 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.

The Committee noted the content of the report and took the highlights of the report as read, welcoming the in-depth presentation into key area of attendance management that would follow.

The Committee reviewed the turnover figures and requested that the narrative within this section be reviewed in relation to long term sickness.

Action: DM

The Committee requested that the Health & Safety eLearning modules were made available to the Committee.

Action: DM

The Committee requested sight of the non completion of core elearning modules.

Action: DM

Mr Miller presented the NHS 24 iMatter Board Report and highlighted that the response rate was 65%, which unfortunately was a decrease of 6% on 2018. However, the Employee Engagement Index was 78, which was an increase of 1% on the previous year. Mr Miller advised that all strands were rated as improved on 2018, with the exception of the Well Informed Strand, which had remained the same.

Mr Miller also advised the Committee that a proposal had been received from the Scottish Government asking NHS 24 to participate in a pilot regarding a Dignity at Work Survey commencing in January 2020.

The Committee noted the Report.

2.2 National Board Collaboration Update

Mr Glennie declared that he had an interest as a member of the Board of Healthcare Improvement Scotland. Ms Smith declared an interest as a member of the Scottish Ambulance Service Board and Mr Revie and Ms Aspley declared an interest as members of the National Board of Collaboration.

Mr Miller highlighted the progress to date of this work and the Committee discussed the implications of efficiency savings that would be required to take place. Mrs Foster

advised that the HR workstream was progressing well due to the positive and professional leadership by Mr Miller.

2.3 Clyde Contact Centre Relocation

Mr Miller presented the update and advised the Committee members that a team of NHS 24 representatives had recently viewed 3 potential sites, feedback from the site visits would be collated and presented to the NHS 24 Board at its 12 December 2019 meeting. The CEO advised that West Dunbartonshire Council are keen to support NHS 24 in finding a suitable location within their locality.

2.4 Service Model Implementation

Ms Phillips highlighted that Phase 1 of the Shift Review had been completed. This had been a significant piece of joint work with the bulk of the 900 staff transitioning to the new shifts as of Monday 28th October 2019. Most staff have now transitioned onto their new shift pattern, although 6.1% of staff have not yet finalised their new shift arrangements and will continue to work on their existing pattern until this is resolved. Staff Side colleagues challenged some of the processes that had been in place, stating that some members had difficulties. Mr Miller and Mr Revie agreed to undertake a review at the conclusion of the process and report back to the Staff Governance Committee.

Action: DM/GR

The Committee noted the paper.

2.5 Attendance Management Review

Mrs Gordon and Mr Quinney undertook a “deep dive “ into sickness absence rates within the organisation. A presentation had been given to the Committee members in relation to current policies and procedures. Mr Quinney highlighted the alternative approach being taken within the East Contact Centre and the new processes being piloted which focused on staff wellbeing and engagement to encourage staff to return to work sooner. The Committee endorsed the work undertaken within the East Contact Centre and looked forward to the pilot being rolled out to other centres and directorates.

The Committee noted the range of support and supportive wellbeing programmes available to staff, and noted its appreciation of Mrs Gordon and Mr Quinney’s presentation.

An electronic copy of the full presentation is available for all Committee and Board members.

2.6 Staff Governance Risk Management Update

The Committee noted the updated Risk Register.

2.7 Muscle & Bone Strengthening & Balance Activities in the Workplace

Dr McAnaw presented this paper and highlighted that it had initially been presented at the Clinical Governance Committee, who thought the Staff Governance Committee would have an interest in the content. Dr McAnaw highlighted the following:

- Around 69% of men and 76% of women in Scotland don't meet the physical activity guidelines when both moderate to vigorous aerobic physical activity and MBSBA are included
- The workplace is a key setting in which to intervene to increase the number of people reaching the guidelines
- The research project will ultimately develop and evaluate a workplace MBSBA intervention to improve and maintain health including reduced muscle loss, falls prevention, reduced CVD and diabetes risk and improved mental health

It is anticipated that the project will run in one of NHS 24's centres during Autumn 2019, and will avoid any peak periods involving service delivery and the 111 service.

The Committee discussed and noted the content of the paper.

2.8 Mental Health Redesign Development

Ms Phillips presented the update to the Committee and congratulated the Mental Health team on winning the 'Team of the Year' award received at the recent Spotlight Event. Ms Phillips advised that recruitment is underway to extend the operating hours of the hub to across the full out of hours period. Work is also underway to identify how the expertise within the team could be utilised inhouse to support NHS 24 staff.

STAFF GOVERNANCE STANDARD

3.1 Well Informed

3.1.1 Communications Delivery Plan 2019

Ms Aspley presented NHS 24's Communication Delivery Plan and highlighted the following key activities:

- Successful delivery of the Staff Spotlight Awards.
- Peer recognition at the NHSScotland Communications Day, receiving awards for Best Internal Communications Campaign for our Reward and Recognition programme, and Best Use of Digital for our podcast productions.

Key activities over the coming quarter include:

- Plan and deliver the Be Health-Wise this Winter campaign.
- Collaborate with Scottish Government colleagues to develop a new winter health campaign in early 2020 centred around the NHS 24 We'll Keep You Right assets.
- Support the expansion work in Primary Care Triage, Primary Care Navigation and Mental Health Services.
- Support the development of the Staff Experience Groups with a key focus on supporting attendance at work / health & wellbeing of staff.

The Committee noted the plan.

3.1.2 Staff Engagement

The presentation has been moved to the 13 February 2020 Committee meeting agenda.

3.2 Appropriately Trained

3.2.1 Investing in our Leadership Update

The paper has been moved to the 13 February 2020 Committee meeting agenda.

3.2.2 Organisational Development Plan

The presentation has been moved to the 13 February 2020 Committee meeting agenda.

3.3 Involved in Decisions which Affect Them

3.3.1 Area Partnership Forum (APF) Report

Mr Revie provided an overview and presented the APF agendas for the 22 August 2019 and 2 October 2019 meetings.

The Committee noted the update.

3.4 Treated Fairly & Consistently

3.4.1 Directors Letter Early May Holiday, DL (2019) 14

Mr Miller presented the Directors letter DL (2019) 14 Early May Holiday 2020, this paper had been presented to the APF on 4 October 2019 and had been agreed that there would be no change and the original date of 4 May 2020 would stand.

The Committee noted the paper.

3.5 Provided with an Improved & Safe Working Environment

3.5.1 Area Health and Safety Committee Minutes

Mrs McInnes presented the minutes of the Health and Safety Committee meeting held on 3 September 2019. Mrs McInnes highlighted that a short life working group would be set up to ensure that an overarching wellbeing policy would be put in place to include menopause and stress etc.

The Committee noted the paper.

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 298,299, 300 and 301 were considered complete and were approved for removal from the Action Log. In relation to Action 297, the Committee requested that the review information be sent out.

5. Reflection on Committee Papers

The Committee considered that the papers presented led to a healthy discussion and the information contained within them was getting better.

6. Committee Schedule & Workplan

The Committee approved the Staff Governance Committee Workplan.

7. Any Other Business

Mr Miller advised the Committee of the recently reissued Interim National Arrangements for Adverse Weather from the Scottish Government.

There being no further business, the meeting was closed.

8. Agreed Committee Highlights to the Board

The Committee agreed that Mr Glennie would finalise the points to be submitted to the 12 December 2019 meeting of the NHS 24 Board.

9. Date of Next Meeting

It was noted that the next meeting of the Staff Governance Committee would be held on Thursday 13 February 2020 at 10:30am in the Committee Room, Caledonia House.