

**NHS 24
20 JUNE 2024
BOARD MEETING
ITEM NO 12.2
FOR ASSURANCE**

KEY POINTS OF THE STAFF GOVERNANCE COMMITTEE HELD ON 9 MAY 2024

Executive Sponsor: Mr Alan Webb, Committee Chair

Lead Officer/Author: Dr Jacqui Hepburn, Deputy Chief Executive/Director of Workforce

Action Required: The Board is asked to note the key points for assurance from the Staff Governance Committee meeting held on 9 May 2024.

1. Purpose of the report

This report provides the NHS 24 Board with an update on key issues arising from the Staff Governance Committee meeting held on 5 February 2024 at 10am, via MS Teams.

2. Recommendation

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

2.1 QI Update

The Committee received an update in relation to the work completed so far:

- Although QI work primarily aims to enhance patient experience and outcomes, it also significantly benefits staff experience;
- The success of the QI 24: FUNdamentals programme and the accompanying case study.
- QIET plan to return to the committee later in the year with a more comprehensive review of how similar strategies are being employed by other organisations in this field. We will continue to deliver further QI training programmes and produce case studies of successful QI projects.

2.2 Staff Engagement Workplan

The Committee received an update in relation to the 2024-25 Framework which builds on the success of NHS 24's first full year of recommencing staff engagement activity following the pandemic.

This included:

- Seven Staff experience groups established with identified leads, circa 65 sessions held.
- Staff Experience Governance structure established with TOR.
- Culture, Values & Wellbeing activity established within each of the groups.
- Monthly SEG Brief developed providing operational and corporate updates to staff.
- Streamlining of groups delivered amalgamating Wellbeing Groups and Patient Safety Leadership sessions within each SEG.
- Leadership visibility established with visits by EMT and Board throughout 2023/24.
- Reporting mechanism developed to support updates into RPF, APF and staff governance.
- Digital staff suggestion scheme delivered, and feedback provided.
- New staff communications channel delivered – digital communications wallboards in all centres.
- Townhall sessions delivered to support roll-out of new Corporate Strategy 2023-2028.
- New staff intranet providing better user journey launched.
- New monthly Senior Managers Brief providing key updates from EMT and DTP delivered.

2.3 Scottish Government response to NHS 24's Staff Governance Monitoring exercise return for 2022/2023

The Committee considered the paper 'Staff Governance Monitoring Return (SGMR) 22/23' presented by Ms Westwood, Head of Resource & Planning. Committee members noted The Committee noted the comments contained within the response from Scottish Government.

- *'Highlights those areas which we felt were of particular note and could be shared as good practice across Boards for example through HR Director and Employee Director forums;'* and
- *'Recommends what your Board Staff Governance Action Plan and any subsequent return should look to include.'*

The contents of the paper would be included within the Action Plan.

2.4 Coaching and Mentoring Approach in NHS 24

The Committee considered the paper 'Coaching and Mentoring Approach in NHS 24 presented by Ms Meldrum, Head of ODLL. The paper outlined that a commitment had been made through the Workforce Strategy and Plan 2023-2025 to design, build, and implement a Coaching and Mentoring Framework by 30 October 2025. Ms Meldrum highlighted the comprehensive details of NHS 24's approach to Coaching and Mentoring. The Committee noted the Coaching and Mentoring Framework was now being delivered, and the Mentoring Programme 'Mentor24' had been launched in March 2024.

2.5 Talent Acquisition Annual Review

The Committee noted an update provided by Ms O'Brien, Talent Acquisition Manager, who provided an overview of the activity the Talent Acquisition team had been involved in since the creation of the team in February 2023. Staff Governance Committee members were given assurance that progress had been made and the paper outlined what the focus would be into 2024/2025.

Detailed below are some of the key activities the team would focus on over the next 12 months and beyond.

- Bespoke social media content creation – Blogs and NHS 24 specific content created with new starts and current employees – Aim is to bring NHS 24 to life.
- Support the roll out of the new online assessment process and ensure this is embedded with the Call Handler and Clinical Supervisor processes.
- Review adverts and create new introductions to speak to Personas; develop a series of content / stories for social media using images, quotes from Persona exercise to target Persona demographics.
- Continue with a calendar of regular events, attend careers events across all 6 regional centres. Also attend events aimed at underrepresented groups including most deprived areas, protected characteristics, and cared experienced individuals.
- Develop a Hiring Manager hub which centralises all resources that support the end-to-end recruitment process.
- Secure an employability programme that focuses on creating opportunities for those who are work ready but do not necessarily have the skills.
- Finalise the Armed Forces Action Plan to move towards an Armed Forces friendly organisation.
- Progress the Race for Human Rights work with Cemvo to focus on becoming a truly anti-racist organisation.
- Work with Close the Gap to reduce our pay gaps for gender, race, and disability Continue engagement with Princes Trust and DWP.

2.6 Interim Workforce Equality Monitoring Report 2024

The Committee noted the report provided by Mr Medina, who advised that it was an interim report that supported NHS 24 to meet the requirements set out in the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, which note that public authorities must gather, use and publish employee data and gender pay gap information.

The report illustrated the composition of NHS 24's workforce, recruitment, retention, learning and development, and employee relations cases, reported by the protected characteristics. Improvements to the diversity of the workforce are noted within the summary. Also included within the report, was information in relation to the gender, race and disability pay gaps.

2.7 Pay Deal 2023/24

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The Committee noted the report provided by Ms Gordon, who advised that the reduction of the working week had been completed for all corporate staff on the 1st of May and that we are on schedule for frontline facing staff from August 2024. The paper also noted that NHS 24 are fully compliant with the allocation of protected learning time and that band 5 nurses had been advised about the process for job evaluation through the national system.