

NHS GREATER GLASGOW AND CLYDE

**Minutes of a Meeting of the
Performance Review Group held at 9.30 am
on Tuesday, 1st July 2008 in
the Board Room, Dalian House,
350 St. Vincent Street, Glasgow, G3 8YZ.**

P R E S E N T

Mr. A.O. Robertson, OBE (in the Chair)

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| Mr. R. Cleland | Mr. P. Hamilton |
| Mr. P. Daniels, OBE (to Minute 35) | Councillor D. Mackay |
| Ms R. Dhir, MBE | Mr. D. Sime |
| Mrs E Smith | |

OTHER BOARD MEMBERS IN ATTENDANCE

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| Mr T.A.Divers, OBE | Mr D Griffin |
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I N A T T E N D A N C E

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| Mr. R. Calderwood | .. | Chief Operating Officer, Acute Services Division |
| Mr. B. Clark | .. | Audit Scotland |
| Mr. J.C. Hamilton | .. | Head of Board Administration |
| Mr. A. McLaws | .. | Director of Corporate Communications |
| Ms J. Quinn | .. | Head of Performance & Corporate Reporting |
| Mr. I. Reid | .. | Director of Human Resources |
| Mr. A. Seabourne | .. | Project Director – New South Glasgow Hospitals Project |
| Mrs. J. Still | .. | Head of Administration – Renfrewshire CHP |

ACTION BY

29. WELCOME AND APOLOGIES

The Chairman welcomed Mrs. Jean Still, Head of Administration – Renfrewshire CHP, to the meeting and explained that Jean was attending as part of her personal development plan.

Apologies for absence were intimated on behalf of Dr. D. Colville, Councillor J. Handibode, Mrs. A. Stewart, MBE, and Councillor D. Yates.

30. MINUTES

On the motion of Mr. P. Hamilton, and seconded by Ms R. Dhir, the Minutes of the Performance Review Group meeting held on 20th May, 2008 were approved as an accurate record.

31. MATTERS ARISING

a) Local Delivery Plan

In relation to Minute 22(a) – Local Delivery Plan – Ms Quinn advised that discussions were continuing with the Health Directorates on the target for emergency readmissions and that there was some indication of a review of the target for 2009/10. Discussions were also ongoing on the additional funding to support the child healthy weight target and trajectory.

NOTED

b) Developments in Transport - Update

In relation to Minute 24 – Developments in Transport – Mr. Seabourne reported that Mr. McGrogan was meeting with Strathclyde Passenger Transport next week and would feed back members' comments on the Single Outcome Agreement. Mr. McGrogan had also met with Ms Dhir to discuss transport and access issues, and the need for real improvements in this area.

NOTED

c) Financial Plan – 2008/09

In relation to Minute 23 – Update on Preparation of Financial Plan: 2008/09 - it was reported that the Financial Plan had been submitted to the NHS Board at its 28th June, 2008 meeting and had been approved.

NOTED

d) Property Matters

In relation to Minute 26 - Property Sub-Committee Minutes: 17th March, 2008 – Mr. Griffin gave members an update on the development of a Property Strategy for the NHS Board to cover owned and leased accommodation; capital investment plan; possible disposals; Local Authority Local Plans as they affect NHS property; Partnerships/Directorates plans for future service strategies and a financial plan to support the Property Strategy. It was intended to submit to the Property Committee the first parts of this strategy in September, 2008.

In the short-term, a review would be undertaken on consolidation of the land and buildings occupied by the NHS (including the 81 properties leased) to ensure value for money. Property disposals over the next 2/3 years will be identified to support the Capital Plan bearing in mind the current and future marketing conditions.

NOTED

32. ANNUAL REVIEW: 18th AUGUST, 2008: PREPARATION

Ms Quinn advised that the 2008 Annual Review would be held on Monday, 18th August, 2008 in the Royal Concert Hall, Glasgow. Steps would be taken to advertise the event to the public and the arrangements would be similar to last year. The Cabinet Secretary for Health and Wellbeing would attend and would visit a healthcare facility; meet patients and carers; meet the Area Partnership Forum; meet the Area Clinical Forum and then chair the formal review meeting in the afternoon.

Ms Quinn explained some of the minor changes to the arrangements this year, in particular, the 30 minute question and answer session which would be split between pre-submitted questions and questions from those attending the event.

The August Board Seminar will include a session on the completed Self-Assessment Form and discussion on the key areas and topics.

NOTED

33. SCOTTISH CONSUMER COUNCIL: CALL FOR IMPROVEMENT – IMPLEMENTATION OF ACTION PLAN

There was submitted a paper (Paper No. 08/19), from the Director of Human Resources, on the action taken to respond to the Scottish Consumer Council's Report – Call for Improvement.

**Head of
Performance &
Corporate
Reporting**

Mr. Reid reported that the January, 2008 meeting of the Performance Review Group had received a Report of the Working Group established to take forward the recommendations of the Scottish Consumer Council and had asked for a progress report on the areas identified for action.

A review had been undertaken of the range of customer care standards, policies and practices within the NHS Board and those of external organisations, mainly in the public sector. Mr. Reid highlighted the draft customer care standards which had been developed as a result of this review; covering telephone calls, e-mails, fax and face-to-face contacts. The proposed standards were high-level and would allow managers the flexibility to develop local targets which were consistent with core standards.

A business case continued to be developed for the establishment of a contact centre and suitable premises were being considered. Customer care training continued in many areas and a social work/health programme – “The Manager and Customer Care” – in Glasgow was being developed for the CH(C)Ps.

Mr. Reid advised that it was intended to link the customer care standards work to the initiatives being taken forward under the Better Together – Patient’s Experience Initiative.

In response to a question from Ms Dhir, Mr. Reid advised that the customer care standards, once approved, would be applicable across NHS Greater Glasgow and Clyde and each area had the flexibility to develop their own targets to suit their local circumstances, as long as they were consistent with the core standards.

Mr. Cleland asked about the structured learning for medical staff and the greater emphasis placed on patient interactions. Mr. Calderwood advised that this had been helpful for those medical staff who had been trained in the last 6 years or so and the new customer care standards would apply to all; therefore, relevant training would be essential for all staff.

Mr. Divers advised that, as part of the Better Together Initiative, the NHS Board had offered to be part of the pilot exercise for the questionnaires for acute and mental health services.

DECIDED:

That the draft customer care standards be welcomed and that they be linked to the Better Together – Patient’s Experience Initiative, to ensure they become embedded into the business of the organisation.

**Director of
Human
Resources**

34. PERFORMANCE REPORT – MARCH, 2008

There was submitted a paper (Paper No. 08/20), by the Head of Performance and Corporate Reporting, which provided the second combined NHS Greater Glasgow and Clyde Performance Report. The report was structured around the 7 corporate themes and, under each, a selection of indicators was presented. The 2007/08 HEAT targets were shown together with the new 2008/09 targets – some of which were still being defined or clarified nationally. Ms Quinn took members through the detail of the report and highlighted the actions being taken to meet the target for Community Health Index (CHI) usage in laboratory requests.

Members discussed the actions being taken to meet the target of the sickness absence rate of 4% by 31st March, 2009. Mr. Reid advised that the short-term sickness rate was at 2% and the rate of long-term sickness (over 4 weeks) was 6% and, therefore, more work was needed to tackle the long-term sickness rate. A corporate session had been arranged next week for Directors, in order to identify what further actions were required to ensure all best efforts were taken to attempt to meet the 4% target by 31st March, 2009. The Staff Governance Committee were regularly monitoring progress in the area and sickness absence would form part of the papers and debate at the August NHS Board Seminar as it was a key feature of the Annual Review.

.Councillor Mackay enquired about the fall in meeting the target of 48 hour access to a GP, nurse or other primary health care professional. Ms Quinn advised that there were still some reporting/recording issues and Ms Renfrew was leading a piece of work to bring about improvements in this area.

Mr. Calderwood described the ongoing work being undertaken to increase theatre utilisation rates. Rates were improving, however, more work on scheduling arrangements per theatres was being undertaken and would be externally reviewed. It was also intended to move to 4 hour sessions (which was a nationally accepted theatre session).

Mrs. Smith asked if the community planning target to reduce the population of working adults not in work by 30,000, by the end of 2010, was a shared target with Local Authorities and other partners. Ms Quinn confirmed that this was the case, although it was not yet possible to identify the NHS element of this target.

DECIDED:

That the Performance Report January to March 2008 be welcomed.

35. COMMUNICATIONS ISSUES 21st MAY 1st JULY 2008

There was submitted a paper (Paper No. 08/21) from the Director of Corporate Communications covering communications actions and issues from 21st May to 1st July, 2008.

Mr. McLaws highlighted the following

- The extensive press coverage of the possible outbreak of three cases of Type 027 Clostridium Difficile at the Vale of Leven and Royal Alexandra Hospitals, and review of all C-Diff cases at the Vale of Leven between 1st December, 2007 and 1st June, 2008. Mr. Calderwood advised members of the commencement of the Independent Review and the intention to publish their report at the end of July, 2008. Information sought by the Review Team was being provided and staff interviews were being set up.
- The development of the plans for the 60th Anniversary of the NHS - a Diamond Anniversary Celebration Show has been arranged for 5th July, 2008 in the Royal Concert Hall, Glasgow, and all 2,000 tickets have been issued; the production of a "Better Health Guide" which will be issued in the *Evening Times* on 4th July; the production of a 32-page 60th Anniversary Special Edition of *Health News*; commemorative 60th anniversary bags for life and a Staff Diamond Awards Scheme.

NOTED

36. DATE OF NEXT MEETING

The next meeting of the Performance Review Group will be held at 9.30 am on Tuesday, 16th September, 2008 in Board Room 1, Dalian House, 350 St. Vincent Street, Glasgow, G3 8YZ.

The meeting ended at 11.10 am