

**NHS GREATER GLASGOW AND CLYDE
AREA PARTNERSHIP FORUM**

Minute of meeting of the Area Partnership Forum held at 10:30 am on Wednesday 20th November 2019 in the Board Room, JB Russell House, Gartnavel Royal Hospital, 1055 Great Western Road, Glasgow G12 0XH.

PRESENT: As per Sederunt

ACTION

1. Welcome and Apologies

The Co-Chairs welcomed all present and apologies were acknowledged from Rose Anderson, Frances Carmichael, Mary Finn, Annie Hair, Mags McCarthy, Diana McCrone and Esther O'Hara.

The Forum wished to record best wishes to Kenneth Fleming, Head of Health and Safety who is taking up a new post as Head of Health and Safety with NHS Tayside; and to Serena Barnatt, Head of People and Change, West Dunbartonshire HSCP who will shortly be leaving to become Director of Human Resources for the Golden Jubilee Hospital.

2. Minute of Last Meeting (18.09.19) and Rolling Action List

The minute of the Area Partnership Forum meeting of 18th September 2019 was agreed as a correct record with the addition of Anne McDaid's name to the Sederunt. The Rolling Action List was updated.

3. Health and Social Care Out-of-Hours Update

Kirsty Orr, Programme Manager gave a presentation on the NHSGGC Review of Health and Social Care Out-of-Hours Comparative Process to determine the option for implementation of the Urgent Care Resource Hub(s) model. She confirmed that the review phase of the programme had concluded and reported on the progress to date in relation to the change and implementation proposals.

The Forum was taken through the phased implementation plan for the programme and provided with an example scenario following the change. There was a question as to whether the infrastructure is in place to support the example given of a person with dementia living at home while a carer was hospitalised. Ms Orr assured the Forum that, while certain actions were the responsibility of Social Care colleagues, the reason for the creation of the Hub is the ability to respond quickly to situations as they arise. The option to place a patient in Acute care also remained, but this would be a last resort. There was discussion of the involvement of 3rd Sector partners and it was recognised that wider engagement and firmer ties to the process were required. The importance of connecting with a number of key pieces of work such as the Mental Health Review and partner agencies – Police Scotland, the Scottish Ambulance Service and others – was acknowledged. Staff in community care are much involved in the development of the services, and there was collaboration with colleagues in Acute Services. The Forum agreed to note the progress to date and the further phased actions identified by the Review of Health and Social Care Programme Board and Chief Officers. It was also noted that the staff side representation in the discussions is initially identified through Glasgow City HSCP.

The Area Partnership Forum will be provided with regular updates.

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ACTION**4. Update of Queen Elizabeth University Hospital**

Sandra Bustillo, Interim Communications Director updated the Forum on the recent media coverage in relation to a 2017 issue linked to the Royal Hospital for Children. An inspection had been carried out and appropriately reported. A member of staff has since claimed that contamination of the hospital water supply had contributed to the death of vulnerable patients. This has proved impossible to deny or confirm as the water was not tested at the time. The Cabinet Secretary is providing a report in the Scottish Parliament this afternoon. Ms Freeman is expected to announce that the Public Enquiry currently underway will conclude by Christmas, while the independent enquiry will report in the spring of 2020. In the meantime, NHSGGC was concerned with aiding the enquiries as fully as possible, understanding and acknowledging the feelings and concerns of the families affected, and supporting staff in any way necessary throughout this process.

5. Draft Guidance on Countering Abuse on Social Media

NHSGGC staff engage with stakeholders through social media. On occasion this results in abusive comments to the staff member. Guidance on Countering Abuse on Social Media has, therefore, been drafted by Sandra Bustillo, Interim Director of Communications with the aim of supporting staff with advice and information if these incidents occur. The Forum agreed to consider the documents and send comments to the Administrative Assistant who will collate them for sending on to Ms Bustillo and the Forum.

All

6. 'Flu Vaccination Uptake

Jennifer Reid, Immunisation Programme Manager reported that a record number of staff had taken the opportunity to be immunised against the 'flu virus; however, there was still a disappointingly low take up amongst nursing staff. In light of reports that Australia has been dealing with its 2nd worst 'flu season in 20 years, it is important to analyse the reason for this and the areas in which the problem is most prevalent. Senior Nurses were being asked to advocate for vaccination. Uptake rates will be published on HRConnect and through Staffnet generally.

8. Transport Hub

Estates and Facilities has been tasked with creating a centralised Transport Hub that all requests for transport go through. Scott Young, Head of Corporate Facilities reported that NHSGGC spends in excess of £8 million per annum on transport (excluding Scottish Ambulance Services). Of that £4.5 million goes to maintaining a fleet of 380 corporate vehicles of various types, including laundry vans, food conveyance, and for other clinical and non-clinical requirements. Another £1.2 million is for taxis, with Board staff as the biggest users. Patient movement through services such as Cancer and Renal Departments accounts for £1.6 million while £700,000 per annum goes on couriers and product movement. Current resources are being explored with the aim of extending the contact centre in Hillington as a physical location to house the Transport Hub and discussions are underway with eHealth to look at call volumes and any necessary changes to technology. There are staffing implications which will also be explored.

The Forum agreed in principle to the set-up of an NHSGGC Transport Hub and gave approval to move to stage 1 with the proviso that this is done through the appropriate partnership process. The Employee Director will seek staff side representation. Scott Young will provide a summary of the site visit to NHS Lothian for circulation to the Forum.

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A communication will be issued confirming that necessary staff taxi usage over the Christmas/New Year period will follow the same process as in previous years.

ACTION**Comm-
unications****9. NHSGGC Workforce Strategy**

The request for staff side representation on the NHSGGC Workforce Strategy Group will be followed up.

DMcE**10. PCS(PP)2019/1: NHS Scotland Staff Pension Policy on Recycling Employers Contributions 2019-2020**

The Scottish Government has updated the NHS Pensions Scheme Terms and Conditions on recycling employers' contributions for the 2019-2020 year. It is important to make staff aware that NHS employers are required to make the necessary arrangements to implement, and apply the new arrangements as notified in Annex A of the Circular in full with effect from 18th November 2019. The Administrative Assistant will send the Circular to the Forum following the meeting.

OC**11. iMatter**

Diana Hudson, iMatter Lead reported that the Board's iMatter response rate had increased from 54% in 2018 to 59% for 2019. This was just under the 60% required for a report, however, and a number of development actions were proposed for 2020. Discussions are underway with iMatter Leads and OD Advisors to identify options and resources to improve staff engagement in areas that did not receive a full team report; Options for increased accessibility through online links were being explored; and review of the utilisation of paper copies for Estates and Facilities was underway with the aim of reducing the number of spoiled paper copies. A number of recommendations were put forward, including: Continuing support with access to information and training for managers and staff; Clarification of statements that have the potential to confuse respondents; and Examining ways of building upon online resources and putting face-to-face learning in place for Action Planning.

The Forum noted the progress to date and proposed development actions.

12. Workforce Statistics

Jonathan Pender, Workforce Planning Manager took the Forum through the detailed Workforce Statistics Report for the quarter ending September 2019 .

It was questioned why there were a significant number of suspensions shown to last for over 6 months and how much over 6 months these cases ran. Sarah Leslie, Depute Director of HR and OD explained that the length of suspension in the cases in question was often for legal reasons. Additionally, there might be a review involved which was out of NHSGGC control. It could also be that Occupational Health had a recommendation on when it was advisable for someone to return to deal with a disciplinary case.

Clarity was requested in relation to starters and leavers and the turnover distribution across Agenda for Change Bands. The Employee Director reminded the Forum that there had also been a request for statistics in relation to requests for flexible working.

JP

Members were asked to email the Administrative Assistant conforming what they would like to see as part of the Workforce Statistics Report. In the meantime, Jonathan Pender will summarise the group's discussion and ask for comments.

**All/
JP**

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ACTION**13. NHSScotland Workforce Policies**

The NHSScotland letter dated 1st November 2019 to Chief Executives on NHSScotland Workforce Policies confirmed that the Scottish Workforce Policies Programme had been formally approved. The soft launch of the Phase 1 Policies will take place between 1st November 2019 and 29th February 2020 in preparation for a full launch on 1st March 2020. Staff side and Human Resources representation will be sought for a partnership implementation group. Consistency of interpretation is key to the new policies and training will, therefore, be developed along with a communication plan.

**AMacP/
DMcE****14. Information Exchange**

The Forum agreed 5 key themes from today's meeting:

- i) 'Flu Vaccination
- ii) Transport Hub
- iii) Out-of-Hours Review
- iv) Christmas/New Year Pay Dates
- v) iMatter

Comments: The Forum was updated on the QEUH media situation. The policy on Adverse Weather will be communicated.

15. ITEMS FOR INFORMATION

The Forum was provided with the following items for information:

- Acute Services Directorate Partnership Forum Information Exchange
- Job Evaluation Report
- DL(2019)17: Interim National Arrangements for Adverse Weather
- Pay Dates for Holiday
- NHS Circulars:
 - DL(2019)19: Primary care out of hours (OOHs) workforce survey 2019
 - DL(2019)15: NHS Scotland: guidance on settlement and severance arrangements
 - DL(2019)16: A severance policy for Scotland: accountable officer training and the introduction of a dedicated mailbox for business case template
 - DL(2019)15: Guidance on settlement and severance arrangements – annex 1 & 2 templates
 - Human Trafficking and exploitation; guidance for health workers
 - Prohibiting smoking outside hospital buildings; consultation

16. Date of Next Meeting

The next meeting of the Area Partnership Forum will take place at 9:30 am on Wednesday 18th December 2019 in the Board Room, JB Russell House, Gartnavel Royal Hospital.

S E D E R U N T

Meeting: Area Partnership Forum

Time: 10:30 am

Venue: Board Room, JB Russell House, Gartnavel Royal Hospital

Date: 20th November 2019

NAME	DESIGNATION
Anne MacPherson*	Co-Chair
Dorothy McErlean	Co-Chair
Serena Barnatt	Head of People and Change Manager, West Dunbartonshire HSCP
Julie Boyd	Royal College of Midwives
Ann Cameron Burns	Staff Side Secretary
Linda Delgado	Staff Side Secretary
Andrew Gray	Unite the UNION
Christina Heuston	Assistant Chief Officer, Glasgow City HSCP
Anne Kelly	Royal College of Nursing
Anne McDaid	Royal College of Nursing
Sarah Leslie	Depute Director of Human resources and Organisational Development
Alison McLintock	Society of Radiographers
Thomas McWilliams	UNISON
Nicole Morrow	Employment Relations Lead
Sam Mullin	GMB
Alan Neil	Unite the UNION (for Annie Hair)
James O'Connell	Unite the UNION
Una Provan	UNISON
Ricky Sherriff-Short	Royal College of Nursing
Greg Usrey	Royal College of Nursing
Susan Walker	Unite the UNION (for Esther O'Hara)
Gordon Wilson	College of Podiatry
Andrew McCready	Co-Chairs Representative Non-City HSCPs

In Attendance: Margaret Brodie, Communications
 Sandra Bustillo, Interim Director of Communications (Items 4&5 only)
 Diana Hudson, Staff Governance Co-ordinator
 Angela O'Neill, Deputy Nurse Director (Acute)
 Kirsty Orr, Programme Manager, Out-of-Hours
 Jonathan Pender, Workforce Planning Manager
 Jennifer Reid, Immunisation Manager
 Helena Renwick, Programme Manager (Item 8 only)
 Scott Young, Head of Corporate Facilities (Item 8 only)
 Olivia Cornacchia, Administrative Assistant to the Area Partnership Forum