

NHSGGC (M) 24/01
Minutes: 1-25

NHS GREATER GLASGOW AND CLYDE

**Minutes of the Meeting of the
NHS Greater Glasgow and Clyde Board Meeting held on 27 February 2024
at 9.30 am via Microsoft Teams**

PRESENT

Dr Lesley Thomson KC (in the Chair)

Dr Jennifer Armstrong	Cllr Michelle McGinty
Ms Mehvish Ashraf	Dr Becky Metcalfe
Ms Ann Cameron-Burns	Ms Ketki Miles
Mr Alan Cowan	Ms Anne-Marie Monaghan
Dr Emilia Crighton	Mr Colin Neil
Cllr Chris Cunningham	Cllr Katie Pragnell
Ms Jacqueline Forbes	Mr Ian Ritchie
Ms Dianne Foy	Dr Lesley Rousselet
Mr David Gould	Dr Paul Ryan
Mrs Jane Grant	Mr Francis Shennan
Mr Graham Haddock OBE	Ms Rona Sweeney
Ms Margaret Kerr	Mr Charles Vincent
Rev John Matthews OBE	Ms Michelle Wailes
Cllr Collette McDiarmid	Professor Angela Wallace
Prof Iain McInnes	

IN ATTENDANCE

Ms Denise Brown	Director of Digital Services
Ms Sandra Bustillo	Director of Communications and Public Engagement
Ms Beth Culshaw	Chief Officer, West Dunbartonshire HSCP
Ms Sandra Devine	Director of Infection Prevention and Control
Ms Kim Donald	Corporate Services Manager Governance/Board Secretary
Mr William Edwards	Chief Operating Officer, Acute Services
Ms Katrina Heenan	Chief Risk Officer
Ms Claire MacDonald	Business Manager Acute Services
Mrs Anne MacPherson	Director of Human Resources and Organisational Development
Ms Susanne Millar	Chief Officer, Glasgow City HSCP
Ms Linda Morris	Public Health Programme Manager
Ms Julie Murray	Chief Officer, East Renfrewshire HSCP
Mr Iain Paterson	Corporate Services Manager Compliance
Ms Kate Rocks	Chief Officer, Inverclyde HSCP

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Ms Caroline Sinclair		Chief Officer, East Dunbartonshire HSCP
Professor Tom Steele		Director of Estates and Facilities
Ms Elaine Vanhegan		Director of Corporate Services and Governance
Mr Scott Wilson		Senior Business and Delivery Manager, Chief Executive's Office

			ACTION BY
1.	Welcome and Apologies		
	<p>The Chair, Dr Lesley Thomson KC, welcomed those present to the February 2024 meeting of NHS Greater Glasgow and Clyde Board.</p> <p>The meeting combined members joining via video conferencing and a gathering of some members within the Boardroom of JB Russell House. The Chair also welcomed members of the public who had taken up the invitation to attend the Board meeting as non-participant observers.</p> <p>Apologies were recorded on behalf of Ms Ketki Miles.</p> <p><u>NOTED</u></p>		
2.	Declaration(s) of Interest(s)		
	<p>The Chair invited members to declare any interests in any of the matters being discussed. There were no declarations made.</p> <p><u>NOTED</u></p>		
3.	Minute of meeting held on 19 December 2023		
	<p>The Board considered the minute of the NHS Greater Glasgow and Clyde Board Meeting held on 19 December 2023 [Paper No. NHSGGC(M)23/07] and on the motion of Rev John Matthews, seconded by Mr Graham Haddock, the Board were content to accept the minute of the meeting as a complete and accurate record of the meeting.</p> <p><u>APPROVED</u></p>		
4.	Matters Arising		
	<p>The Board considered the paper 'Rolling Action List' [Paper No. 24/01].</p>		

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	<p>The Board were content to accept the recommendation that two items were closed.</p> <p>The Director of Corporate Services and Governance, Ms Elaine Vanhegan, provided the following updates:</p> <ul style="list-style-type: none"> - The first Board Self-Assessment event had taken place on 22 February 2024 with the second event taking place on 5 March 2024. The Chair added that the second event would focus on issues of improvement and would finish at 1.15 pm. - The Assurance Information Framework was a dynamic document that continued to be updated and was likely to change regularly. <p>There were no other matters arising noted and the Board were content to approve the Rolling Action List.</p> <p><u>APPROVED</u></p>	
5.	Chair's Report	
	<p>The Chair reported that since the last Board meeting she had met with the new Cabinet Secretary who had visited the Flow Navigation Centre (FNC) and Major Trauma Unit in his first week in office, and had been particularly interested in the use of digital technology in the FNC. Since the previous Board, the Audit Scotland report had been received which highlighted many issues that were discussed in Committee as well as the Board itself.</p> <p>The Chair reported that she had now completed 1-1 meetings with Board Members and had gained a huge amount of helpful information.</p> <p>The Chair had visited the Renal unit at the QEUH, following a visit to the Beacon Arts Centre in Greenock to see pictures painted by patients on dialysis. She said that this was a hugely effective professional and person centred service, and recorded her thanks to the Renal Consultants who facilitated the visit.</p> <p>The Chair had attended a number of meetings with other Board Chairs with the main topics being the financial position and pressure in the NHS. She said she was aware there was significant pressure at frontline and wished to record her thanks to</p>	

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	<p>staff in NHSGGC for ensuring that, despite challenges, our patients always come first.</p> <p>The Chair advised that the next Board Seminar at the end of March would focus on Public Health and Prevention.</p> <p>The Board was content to note the update.</p> <p>NOTED</p>	
6.	Chief Executive's Report	
	<p>Mrs Grant advised that she continued to participate in routine meetings which covered a range of issues and she had also attended the first of two Board Self-Assessment days, the Sustainability and Value Board, the Executive Oversight Group for the Public Inquiry and the Area Partnership Forum.</p> <p>Mrs Grant reported that she continued to attend a range of meetings with the Director of Finance, Chief Officers and Chief Finance Officers in relation to the IJB financial position to ensure a whole system approach to emerging challenges. Mrs Grant also noted that there continued to be weekly meetings of the Senior Executive Group who continued to monitor the winter position and the winter plan implementation, as well as the 2023/24 Annual Delivery Plan.</p> <p>Mrs Grant advised that considerable work has been undertaken in the last couple of months, both locally and nationally, to understand and address the financial position and there have been a series of meetings internally and with colleagues in Scottish Government to this effect.</p> <p>A series of regional meetings continued to take place including the West of Scotland Programme Board, the West of Scotland Chief Executives meeting and the Chairs Group. Both Mrs Grant and the Chair attended a meeting of the Glasgow Health Sciences partnership with the University of Glasgow. She also met with the Director of the Glasgow Centre for Population Health, along with the Director of Public Health, to review their work plan and progress to date.</p> <p>Mrs Grant advised that she also attended a national update meeting with senior executive, and non-executive, colleagues with regards to the implementation of the Health and Care Staffing Act which is due to be implemented on 1st April 2024.</p>	

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	<p>Nationally, Mrs Grant continued the work on the implementation of the Best Start Programme, and attended a further meeting of the Planning and Delivery Board that the Scottish Government have established to focus on the key priorities over the coming period.</p> <p>The Board were content to note the update.</p>	
7.	Patient Story	
	<p>The Nurse Director, Professor Angela Wallace, introduced a short video which highlighted the orthotics service and its work with patients to achieve their goals.</p> <p>The Chair thanked everyone involved in the service which showed patient centred care at its best.</p> <p>The Board were assured by the video presentation.</p> <p>ASSURED</p>	
8.	Communications and Public Engagement Update – February 2024	
	<p>The Board considered the Communications and Public Engagement Update – February 2024 [Paper 24/02] presented by the Director of Communications and Public Engagement, Ms Sandra Bustillo, for awareness.</p> <p>The Chair highlighted the importance of ensuring communication and engagement is at the heart of what we do as a Board, noting that this was a new standing item for Board Meetings moving forward.</p> <p>Ms Bustillo presented the report to the Board which summarised that 2000 stories had been published through Care Opinion which had been an overall increase since the site was first introduced. She noted that feedback is always shared with the relevant service, with more services being trained to author direct responses.</p> <p>Ms Bustillo highlighted the engagement piece surrounding the Quality Strategy, noting patients and the public were involved in</p>	

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	<p>the strategy development, including a survey which yielded 1500 responses.</p> <p>Ms Bustillo advised that communication activity has most recently focussed around the winter, highlighting the launch of the ABC Winter Campaign around the routes into unscheduled and urgent care. She highlighted that, following surveys, male service users seemed to have less awareness of the services available, and a targeted campaign was launched linking in with various men's groups within the community.</p> <p>In response to a query regarding low engagement numbers, Mr Connolly, Deputy Director of Public Engagement, highlighted that the varying numbers reflect the mix and range of approach to engagement, with smaller numbers indicating more in depth pieces of work.</p> <p>The Board were content to note the paper.</p> <p><u>NOTED</u></p>	
9.	Population Health and Wellbeing Committee	
	a) <u>Chair's Report of the meeting held on 23 January 2024</u>	
	<p>The Board considered the Chair's Report of the meeting held on 23 January 2024 [Paper 24/03] presented by the Chair of the Committee, Rev John Matthews, for assurance.</p> <p>Rev Matthews highlighted that it was at this meeting where it was agreed that the 26th March 2024 Board Seminar slot would be dedication to Public Health and Prevention. He advised that this would be an open discussion, with a view to capturing key actions.</p> <p>The Chair advised that everyone would be accommodated at the Seminar, whether hybrid or in person, reflecting the importance that all voices are heard and contribute towards the agreed actions.</p> <p>Cllr McCluskey noted the Health and Wellbeing survey presented to the Committee and requested this be circulated around all Board Members.</p> <p>The Board were assured by the report.</p>	Secretary

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	<u>ASSURED</u>		
	b) <u>Approved Minute of the meeting held on 17 October 2023</u>		
	<p>The Board considered the approved minute of the meeting held on 17 October 2023 [PHWB(M)23/04] presented for assurance.</p> <p>The Board were assured by the minute.</p> <p><u>ASSURED</u></p>		
10.	Acute Services Committee		
	a) <u>Chair's Report of the meeting held on 16 January 2024</u>		
	<p>The Board considered the Chair's Report of the meeting held on 16 January 2024 [Paper 24/04] presented by the Committee Chair, Mr Ian Ritchie, for assurance.</p> <p>Mr Ritchie highlighted the amount of work being done to ensure the actions within the Winter Plan are progressed.</p> <p>The Board were assured by the report.</p> <p><u>ASSURED</u></p>		
	b) <u>Approved Minute of the meeting held on 21 November 2023</u>		
	<p>The Board considered the approved minute of the meeting held on 21 November 2023 ASC(M)23/06] presented for assurance.</p> <p>The Board were assured by the minute.</p> <p><u>ASSURED</u></p>		
11.	Area Clinical Forum		
	a) <u>Chair's Report of the meeting held on 8 February 2024</u>		
	<p>The Board considered the Chair's Report of the meeting held on 8 February 2024 [Paper 24/05] presented by the Nurse Director, Professor Angela Wallace, for assurance.</p>		

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	<p>Prof Wallace noted the broad range of discussions that were held within the Forum.</p> <p>The Board were assured by the report.</p> <p><u>ASSURED</u></p>	
	<p>b) <u>Approved Minute of the meeting held on 14 December 2023</u></p>	
	<p>The Board considered the approved minute of the meeting held on 14 December 2023 [ACF(M)23/05] presented for assurance.</p> <p>The Board were assured by the minute.</p> <p><u>ASSURED</u></p>	
12.	NHSGGC Draft Proposed Board Performance Report	
	<p>The Board considered the NHSGGC Draft Proposed Board Performance Report [Paper 24/06] presented by the Director of Finance, Mr Colin Neil, for approval.</p> <p>Mr Neil advised that the report had been updated following the approval of the Assurance Information Framework.</p> <p>Mr Neil reported that the position at December 2023 had been positive. The number of patients waiting over 52 weeks for a new outpatient appointment and the number of TTG patients waiting over 78 weeks were within the planned position and had seen a significant reduction in overall number within the reporting period.</p> <p>Compliance with access to psychological therapies was at 91.6% for December 2023. The number of CAMHS patients appointed within 18 weeks of referral was at 97.8%. Cancer 31 day performance had been at 91.4%, however, 62 day cancer performance remained challenging at 64.4% for December. A&E performance had been 66.4% which was below target and the overall number of delayed discharges remained challenging. MSK performance remained under target, however, it was noted that the focus was on the longest waits.</p> <p>In response to a question regarding the delayed discharges target, it was noted that, although this was not a statutory target, due to the impact on flow the Board focusses on this area with a view to reducing the overall number. Ms Millar highlighted that</p>	

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	<p>there was a dashboard available to colleagues showing the number of delayed discharges per area. Mrs Grant reinforced the importance of whole system working to ensure our patients are in the right place at the right time.</p> <p>In response to a concern regarding the 62 cancer referral rate increasing and whether this was correlated to the number of diagnoses, Mr Edwards assured the Board that the Acute Services Committee had done a number of deep dives into the issue, and advised that there was no evidence to suggest that the increase in urgent suspicion of cancer referrals resulted in a higher number of people diagnosed. With regards to the increasing numbers of referrals, Prof Wallace highlighted that there are regular meetings at a tactical and operational level, with a short life working group in place to review the areas under challenge and the referral patterns of each cancer type. Mr Edwards advised that a letter had also be issued to each GP Practice regarding the increase and work was underway to standardise referral pathways.</p> <p>The Board discussed the improvements in clinic waiting times, however, it was noted that the A&E performance remained challenging across the larger sites, with smaller sites such as the Royal Hospital for Children excelling in this area. Mr Edwards highlighted that there was a national standard based approach regarding the overall board performance, but there were local action plans attached to each site.</p> <p>In response to a query regarding celebrating success and shared learning, Mrs Grant highlighted that the importance of recognising the large and complex landscape; however, advised that there are benchmarking exercises to share intelligence across teams.</p> <p>With regards to staff sickness absence, Mrs MacPherson highlighted a seasonal upwards trend through December/January with reductions from January.. She advised that stress and anxiety are the most common reasons for absence across NHS Scotland, noting this is not necessarily work related but a mixture including personal circumstances. She assured the Board that there were a range of support services in place, including Counselling, Psychology and CBT and self-help resources.</p> <p>The Board were content to approve the report.</p> <p><u>APPROVED</u></p>	

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13.	Healthcare Associated Infection Report	
	<p>The Board considered the Healthcare Associated Infection Report [Paper 24/07] presented by the Nurse Director, Professor Angela Wallace, for assurance.</p> <p>Prof Wallace presented the report which covered the period from November to December 2023. Professor Wallace invited Ms Sandra Devine to provide a brief overview of the current position, Ms Devine reported on the Annual Operational Plan targets. She said that Staphylococcus Aureus Bacteraemia (SAB) rates remained within expected limits E.coli Bacteraemia (ECB) rates remained within normal control limits and improvement continued to be supported locally. There had been 17 Clostridium Difficile Infections (CDI) in November 2023 and 16 in December 2023, which was in line with the aim of 17 per month. Clinical Risk Assessment (CRA) compliance had been 96% for CPE and 94% for MRSA.</p> <p>Prof Wallace assured the Board that the teams focussed on engaging with the public regarding normal winter viruses with a view to reducing the numbers attending hospital during this period.</p> <p>In response to a query regarding the CPE and MRSA percentage dipping in Quarter 4, Prof Wallace highlighted that a risk assessment had been carried out and evidenced the numbers were correlated to pressures on the system at the time.</p> <p>With regards to SAB cases, Prof Wallace assured the Board that the numbers have reduced but each sector now has a dedicated SAB Improvement Group in place to support staff adherence to process.</p> <p>In response to a question about the number of Covid-19 outbreaks within the period, Prof Wallace explained that there is a proactive approach to mitigating spread, including closing down wards to avoid hospital transmission. It was agreed that the numbers of closed wards would be included in future reports.</p> <p>The Board were assured by the report.</p> <p><u>ASSURED</u></p>	<p style="text-align: center;">Prof Wallace</p>
14.	GP Out of Hours Engagement Update	

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	<p>The Board considered the GP Out of Hours Engagement Update [Paper 24/08] presented by the Director of Communications and Public Engagement, Ms Sandra Bustillo, for assurance.</p> <p>The report presented highlighted the engagement work undertaken by the Board and the collaborative working in place with Health Improvement Scotland (HIS) throughout the process. Ms Bustillo advised that HIS have confirmed that NHSGGC have met the 3 recommendations made and the final report would be brought to the April Board for approval.</p> <p>In response to a question regarding HIS assurance from the results of the engagement work, Ms Bustillo explained that the work was not considered a major service change meaning HIS would not give a view, but they have been assured that a detail report would be shared with the Board with the outcome of the engagement process.</p> <p>The Board were assured by the update.</p> <p><u>ASSURED</u></p>	
15.	NHSGGC Digital Strategy - Annual Update	
	<p>The Board considered the NHSGGC Digital Strategy - Annual Update [Paper 24/09] presented by the Director of Digital Services, Ms Denise Brown, for assurance.</p> <p>Ms Brown reminded the Board that the first annual report was approved at the December 2022 Board Meeting. The report presented provided information and assurance that we continue to adhere to the strategy in terms of our major deliverables. Ms Brown assured the Board that citizen engagement was extensive.</p> <p>Ms Brown highlighted the outcome of two important external audits, Digital Maturity Assessment scoring 83% and Cyber and IT Security (NIS) scoring 93%.</p> <p>Ms Brown noted that there had been an increasing rollout of virtual consultations and remote monitoring which had been a key priority for 2024.</p> <p>In response to a query regards the trajectory of work against the overall budget, it was agreed that further detail would be provided in future reports.</p>	

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	<p>In response to a question regarding the risks of relying on technology, Ms Brown assured the Board that Business Continuity plans had been extensively tested and were in place.</p> <p>With regards to virtual consultations and reliance on technology, Ms Brown noted the importance of ensuring that patients are not left behind and that there are contingencies in the process, e.g. if a patient has not responded to the online prompt for an appointment the letter based process would be initiated.</p> <p>With regards to Safe Haven and data sharing, Dr Armstrong advised that the Research and Innovation team were developing a Safe Haven across Health and Social Care, noting the need for partnership working across the system and with universities.</p> <p>The Board were assured by the update.</p> <p><u>ASSURED</u></p>	
16.	Finance, Planning and Performance Committee	
	a) <u>Chair's Report of the meeting held on 6 February 2024</u>	
	<p>The Board considered the Chair's Report of the meeting held on 6 February 2024 [Paper 24/10] presented by the Committee Chair, Ms Margaret Kerr, for assurance.</p> <p>Ms Kerr highlighted that a Committee visit to MSK had been arranged and an update would be provided at the next meeting.</p> <p>The Board were assured by the Chair's report.</p> <p><u>ASSURED</u></p>	
	b) <u>Approved Minute of the meeting held on 5 December 2023</u>	
	<p>The Board considered the approved minute of the meeting held on 5 December 2023 [FPPC(M)23/06] presented for assurance.</p> <p>The Board were assured by the minute.</p> <p><u>ASSURED</u></p>	

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17.	IJB Leads Reports		
	The Chair invited the IJB Leads to present their update reports for assurance.		
	a) <u>East Dunbartonshire</u>		
	<p>The Committee considered the East Dunbartonshire report [Paper 24/11] presented by the IJB Lead, Ms Jacqueline Forbes.</p> <p>Ms Forbes advised that the current financial challenges remained a focus at the meeting, with the impact on cut backs on community services under constant review. She also noted the discussion around delayed discharges, and an update from the Community Payback Order Annual Report.</p> <p>The Board were assured by the report.</p> <p><u>ASSURED</u></p>		
	b) <u>East Renfrewshire</u>		
	<p>The Committee considered the East Renfrewshire report [Paper 24/12] presented by the IJB Lead, Ms Anne-Marie Monaghan.</p> <p>Ms Monaghan noted challenges in the staff uptake of Covid and Flu vaccinations. She also noted the discussion regarding the financial challenges faced across the IJBs, reflecting on the work underway including reducing the fleet of NHS vehicles.</p> <p>Ms Monaghan discussed the delayed discharges which were a standing agenda item at the IJB and confirmed the Adult Carers Strategy had been approved.</p> <p>Resettlement at Netheron was on track but reliant on the completion of building works and recruitment of staff from the Richmond Fellowship.</p> <p>The Board were assured by the report.</p> <p><u>ASSURED</u></p>		
	c) <u>Glasgow City</u>		

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	<p>The Committee considered the Glasgow City report [Paper 24/13] presented by the IJB Lead, Ms Rona Sweeney.</p> <p>Ms Sweeney noted the IJB reviewed the delayed discharges, pressures on care at home, challenges with asylum seekers and impact on homelessness numbers, as well as the financial challenges and recovery plans in place.</p> <p>Ms Sweeney also noted that they had received an update on the Safer Drug Consumption Facility, and a video was available from the link to the minutes which was informative.</p> <p>The Board were assured by the report.</p> <p><u>ASSURED</u></p>	
	d) <u>Inverclyde</u>	
	<p>The Committee considered the Inverclyde report [Paper 24/14] presented by the Chief Officer, Inverclyde HSCP, Ms Kate Rocks.</p> <p>Ms Rocks highlighted similar financial challenges. She noted a deep dive into the Mental Health Strategy and whole system working with the engagement and approach.</p> <p>The Board were assured by the report.</p> <p><u>ASSURED</u></p>	
	e) <u>Renfrewshire</u>	
	<p>The Committee considered the Renfrewshire report [Paper 24/15] presented by the IJB Lead, Rev John Matthews.</p> <p>Rev Matthews highlighted the Sustainable Futures Programme which was reviewing the gap in funding. Three development sessions had been held, and had been extended to including those who will experience change.</p> <p>The Board were assured by the report.</p> <p><u>ASSURED</u></p>	
	f) <u>West Dunbartonshire</u>	

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	<p>The Committee considered the West Dunbartonshire report [Paper 24/16] presented by the IJB Lead, Ms Rona Sweeney.</p> <p>Ms Sweeney highlighted issues with hybrid working as a result of IT and the future venue was under review. She noted focus on financial planning and concerns about the uncertainty in budget. She reported specific pressures on Care at Home which had attracted local media attention due to the proposals made.</p> <p>The Board were assured by the report.</p> <p><u>ASSURED</u></p>	
18.	NHSGGC Finance Report	
	<p>The Board considered the NHSGGC Finance Report [Paper 24/17] presented by the Director of Finance, Mr Colin Neil, for assurance.</p> <p>Mr Neil presented the month 9 position to the end of December 2023. He said that the NHSGGC was reporting an overspend of £27.62 million with the majority of this attributed to unachieved savings which accounted for just over £30.49 million. Mr Neil noted that the IJBs were breaking even, but this was with the use of reserves and ongoing discussions were taking place.</p> <p>In terms of the Savings and Value Programme (SVP) in year, recurring savings of just under £32.2 million had been achieved. The total capital expenditure incurred to the end of December was £62 million which was 63% of the plan.</p> <p>Mr Neil said that overall, at month 9 the forecast deficit had reduced to £25.6 million which was a reduction of £45.5 million from the original plan.</p> <p>In response to a query regarding the pay award, Mr Neil advised that the indication is that the 2024/25 pay award will be supported.</p> <p>With regards to capital projects, Mr Neil advised that there are ongoing discussions with the Scottish Government in this regard and the Capital Plan is due to be brought to the April Board.</p> <p>The Board were assured by the information presented in the report.</p>	

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19.	Staff Governance Committee		
	a) <u>Chair's Report of meeting held on 20 February 2024</u>		
	<p>The Board considered the Chair's Report of the meeting held on 20 February 2024 [Paper 24/18] presented by the Committee Co-Chair, Ms Ann Cameron-Burns, for assurance.</p> <p>Ms Cameron-Burns highlighted that medical education within Inverclyde Royal Hospital had been de-escalated for Psychological Services.</p> <p>The Board were assured by the report</p> <p><u>ASSURED</u></p>		
	b) <u>Approved Minute of meeting held on 7 November 2023 SGC(M)23/04 Assurance</u>		
	<p>The Board considered the approved minute of the meeting held on 7 November 2023 [SGC(M)23/04] presented for assurance.</p> <p>The Board were assured by the minute.</p> <p><u>ASSURED</u></p>		
20.	Internal Communications and Employee Engagement Strategy Review		
	<p>The Board considered the Internal Communications and Employee Engagement Strategy Review [Paper 24/19] presented by the Director of Communications and Public Engagement, Ms Sandra Bustillo, and the Director of Human Resources and Organisational Development, Mrs Anne MacPherson, for assurance.</p> <p>Ms Bustillo reported that the new StaffNet had been delivered and work was underway with regards to the full utilisation of Microsoft 365 across the services. She also noted that the Core Brief had been refreshed and now included updates from the Area Partnership Forum and Area Clinical Forums.</p>		

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	<p>Mrs MacPherson advised that the iMatter return score had improved and there was a focus on local action planning. She highlighted the work of the Investors in People programme, with Corporate and Inverclyde achieving standard. She noted the introduction of videos to the Staff Governance Committee, with the most recent meeting receiving a video on Speak Up!. Mrs MacPherson reflected on the balance of traditional methods of communication alongside technology, and that this was lined through the Workforce Strategy which would be reviewed at the April Board.</p> <p>Ms Bustillo highlighted the collaborative approach of the strategy, with both teams driving this forward.</p> <p>In response to a question regarding equality, Mrs MacPherson assured the Board that there were a range of avenues for staff to raise issues and concerns. The Chair also highlighted the importance of promoting NHSGGC vision and values, ensuring colleagues feel safe to speak up.</p> <p>In response to a query regarding the Palestine conflict, the Chair reinforced that NHSGGC is not a political organisation but communication of the support available to all of our staff was paramount. It was agreed that a recent Core Brief regarding the support available would be circulated to staff highlighted the support services on offer.</p> <p>The Board were assured by the report.</p> <p><u>ASSURED</u></p>	Ms Bustillo
21.	Staff Health Strategy 2023/25 Review	
	<p>The Board considered the Staff Health Strategy 2023/25 Review [Paper 24/20] presented by the Director of Human Resources and Organisational Development, Mrs Anne MacPherson, for assurance.</p> <p>Ms Macpherson explained that the Staff Health Strategy was approved at the December Board for a 2 year period and would then sit within the new Workforce Strategy which will be introduced from April 2025.. Mrs MacPherson was keen to demonstrate that the issues raised previously had been reviewed and were being delivered through an action plan, focussing on</p>	

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	<p>areas like mental health support, Fair Work principles, in work poverty and managing attendance.</p> <p>In response to a query regarding the awareness of the Strategy, Mrs MacPherson assured Board Members that she worked closely with the Communications Team and information was shared through the Core Brief, StaffNet and HR Connect. An action from the action plan was to ensure resources were available in the same place for staff easy access.</p> <p>The Board were assured by the report.</p> <p><u>ASSURED</u></p>	
22.	Stakeholder Communications and Engagement Strategy 2020-23 Progress Report	
	<p>The Board considered the Stakeholder Communications and Engagement Strategy 2020-23 Progress Report [Paper 24/21] presented by the Director of Communications and Public Engagement, Ms Sandra Bustillo, for assurance.</p> <p>Ms Bustillo highlighted that the strategy had been approved in December 2020 but this was set within the context of the pandemic and recovery period, meaning there was no formal requirement to engage and consult; however, NHSGGC made the decision to continue to engage. This was delivered by a series of implementation plans that were taken through a Board Seminar in November 2023. Ms Bustillo highlighted achievements through the new website, enhanced community accessibility and significant grown across social media platforms.</p> <p>Ms Bustillo reported a range of engagement programmes, including GP OOH and Near Me. Ms Bustillo highlighted that evaluation of impact was ongoing.</p> <p>The Chair asked that the strategy report against each of the strategic aims to provide clarity on the actions required moving forward.</p> <p><u>ASSURED</u></p>	Ms Bustillo
23.	Board Annual Cycle of Business 2024/25	

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	<p>The Board considered the Board Annual Cycle of Business (ACOB)2024/25 [Paper 24/22] presented by the Director of Corporate Services and Governance, Ms Elaine Vanhegan, for approval.</p> <p>Ms Vanhegan advised that the ACOB was presented to the Board routinely and had been cross-checked against the Assurance Information Framework. She further advised that any changes to the ACOB would be annotated going forward to ensure these were appropriately tracked, noting that this was a flexible document and would continue to be updated as required. The Chair of the ARC asked for this to be amended to reflect that the ARC only reported to the Board four times a year and Ms Vanhegan would amend appropriately.</p> <p>The Board were content to approve the annual cycle of business subject to the minor change outlined above.</p> <p><u>APPROVED</u></p>	<p>Ms Vanhegan</p>
24.	Ministerial Annual Review	
	<p>The Board considered the Ministerial Annual Review [Paper 24/23] presented by the Director of Corporate Services and Governance, Ms Elaine Vanhegan, for assurance.</p> <p>Ms Vanhegan said that the letter received covered the wide range of discussions that had taken place that day and an action plan had been developed. She also provided assurance that all individuals who had asked questions had been responded to.</p> <p>The Chair highlighted the final sentence of the letter which offered the Cabinet Secretary’s sincere thanks to local staff for their sustained professionalism and commitment, in the face of a period of unprecedented and unremitting pressures, for the benefit of local people and asked for that appreciation to be recorded publicly.</p> <p>The Board were assured by the outcome of the Annual Review and the action plan would take forward any specific actions required.</p> <p><u>ASSURED</u></p>	
25.	Date and Time of Next Scheduled Meeting	

BOARD OFFICIAL
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			ACTION BY
	The next NHS Board meeting would be held on Tuesday 30 April 2024 at 9.30 am via MS Teams.		