**SHC MINUTES – 1.0**

**Meeting of the Scottish Health Council**

Date: 30/11/2023

Time: 10:00am-12.30pm

Venue: Via MS Teams

**Present**

Suzanne Dawson, Chair (SD)

Nicola Hanssen (Vice Chair) (NH)

Michelle Rogers, HIS Non-Executive Director Member (MR)

Dave Bertin, Member (DB)

Gina Alexander, Member (GA)

Nicola McCardle, Member (NMC)

**In Attendance**

Carole Wilkinson, Chair, Healthcare Improvement Scotland (CW)

Clare Morrison, Director of Community Engagement & System Redesign (CM)

Tony McGowan, Head of Engagement & Equalities Policy (TM)

Richard Kennedy McCrea, Operations Manager (RKM)

Wendy McDougall, EPM (WM)

Chris Third, Public Involvement Advisor (CT) (Item 2.5)

Angela Moodie, Director of Finance, Planning & Governance (AM) (Item 2.6)

Jane Illingworth*,* Head of Planning, Governance & Finance (JI) (Item 2.6)

Rosie Tyler-Greig, Equalities & Diversity Advisor (RTG) (Item 3.4)

**Apologies**

Emma Cooper, Member (EC)

Derek Blues, EPM (DBl)

Claire Curtis, Acting Head of Engagement Programmes (CC)

Jamie Mallan, Member (JM)

**Committee Support**

Susan Ferguson, PA to Director of Community Engagement & Chair of SHC

**Declaration of interests**

No Declaration(s) of interests were recorded.

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| **1.** | **OPENING BUSINESS** | **ACTION** |
| **1.1** | **Chair’s Welcome, Introductions and Apologies** |  |
|  | The Chair (SD) welcomed everyone to the meeting and extended a warm welcome to Carole Wilkinson, (CW) Chair of Healthcare Improvement Scotland (HIS).It was also noted that this was the first Scottish Health Council (SHC), meeting for the new members, Gina Alexander (GA) and Nicola McCardle (NMC).The following three points were shared with the SHC;1. The success of the recent Community Engagement and System Redesign (CESR) Directorate’s all staff event which provided the opportunity for everyone to meet face to face. Thanks were extended to CW for her attendance on the day.
2. SHC in person development day, which allowed the new members GA and NMC to be introduced to all the current Council. Thanks were extended to the Directorate Leadership Team (DLT) who supported the day. It was advised that SD and the Director of CESR, (CM) were meeting to discuss the next steps following the meeting.
3. HIS Annual Review, it was highlighted that SD who was representing the SHC, had the opportunity to share the value of Community Engagement.

Apologies were noted as above.It was also noted that Michelle Rogers, HIS Non-Executive Director Member (MR) would need to leave to join another meeting. |  |
| **1.2** | **Draft Minutes of Meeting** |  |
|  | It was requested that on page 3 in the draft minute of 24 August 2023 the word “appeased” be changed to “addressed”.The SHC were content to approve the minute with the change in place. |  |
|  | **Matters arising** |  |
|  | There were no matters arising. |  |
| **1.3** | **Review of Action Point Register** |  |
|  | The SHC reviewed the Action Point Register with updates being provided for each action point. Action 3.1/3.2 24/08/2023- It was agreed that CM and the new Head of Engagement (once appointed) would follow up with Simon Bradstreet (SB) early in the new year 2024. Action 2.5 17/11/2022- An action was agreed for the Associate Director (TMG) to follow up with Sandra Flanigan (SF) Head of Organisational Development & Learning (OD&L) re council members access to TURAS learning system and provide an update on the outcome. Action 3.2 19/05/2022- it was agreed that this action would require a rewrite which will be reviewed next year.It was noted that Nicola Hanssen (Vice Chair) (NH) would be referring back to item 3.1 Evidence Programme overview / Evidence from engagement activities as progress on expanding the directorate’s research work would still be required whilst the recruiting for the Head of Evidence is still to be completed.The SHC noted the content of the Action Point Register and highlighted that some work is required to bring up to date. **Action** Associate Director (TMG) to follow up with SFl re council members access to TURAS learning system and provide an update to the on outcome.  | **TMG** |
| **2.** | **SHC GOVERNANCE** |  |
| **2.1** | **Business Planning Schedule**  |  |
|  | The Business Planning Schedule for 2023/24 was presented for comment and noting.The SHC noted the schedule with no further document. |  |
| **2.2** | **Director’s Update** |  |
|  | CM provided a paper about the work undertaken by the Director and the DLT in the past quarter which focused on the directorate’s organisational change.The following three points were highlighted for discussion and approval;1. On Organisational change- Advised that appointments have been made to the following posts: Head of Evidence for Engagement, Head of Assurance of Engagement and the three Strategic Engagement Leads all with a start date of 1st January 2024. It was noted that the Head of Improvement of Engagement has still to be filled and this will be done through the normal recruitment process. It was noted that a date for this has still to be agreed. It was also noted that agreement has still to be met in Partnership for the process of matching and slotting in of the next posts.
2. CE&SR All staff development day- It was advised that the primary aim of the day was to bring together all staff providing everyone with an opportunity to connect. The day was focused on positivity and wellbeing and, based on feedback received post event, the day was deemed a success with no negative feedback being received.
3. Next steps – It was advised that focus will be on completion of the organisational change and establishing a shared strategic vision for the whole new directorate moving forward.

The SHC thanked CM for providing the update and raised the following points and feedback;1. They were heartened to see the Development Day had a focus on people and queried the number of attendees.
2. How many vacancies are anticipated after completing the matching process and are there any concerns around productivity?
3. Noted that Community Engagement (CE) is not the only directorate affected by organisational change and to date there is no evidence of a dip in performance.

In response to the feedback and points raised the following assurance was provided;1. Advised that approximately 85 colleagues attended the day and any non-attendees will have the opportunity to see the highlights of the day which were captured on video.
2. Advised that there are seven vacancies and noted that with regards to productivity, colleagues are working incredibly hard, but undoubtedly this does have an impact. For assurance it was highlighted that the directorate had focused its more limited workforce on achievement across key delivery areas, although this has meant that other areas of work have had to be put on hold.

The Council members felt assured and approved the Director’s update.  |  |
| **2.3** | **Risk Register** |  |
|  | CM provided an update on the Risk Register and noted there had been no changes to the ratings and is hopeful that the workforce and strategy risk will reduce once organisational change comes to fruition.The SHC thanked CM for providing the update and noted the Risk Register |  |
| **2.4** | **Operational Plan Progress Report**  |  |
|  | The Operations Manager RKM provided an update on the Directorate’s progress during Quarter 3 of 2023-24 The following topics were highlighted to the SHC for assurance and discussion;1. Building trust and relationships across the Boards and regions - advised that this is ongoing and very much a medium to long term action with the end aim of having an open door where questions and help can be asked for within a two-way open dialogue.
2. Monthly webinar- Advised that a discussion panel approach was trialled, with learnings taken from after it generated a low 50 % satisfaction rating. It was noted that the following webinar went up to a 95 % satisfaction rating.
3. Engagement work topics for Scottish Government/Boards- Advised that new reports are being created from existing intelligence/evidence that the directorate has already captured which prevents repetition.
4. Advised that mandatory training for the whole directorate is now sitting at 90% completion.

SD thanked RKM for the update and asked the SHC for feedback on the report in terms of gaining the assurance that is needed. The following point was raised by SHC;1. A point was raised under Building capacity on awareness of who downloads the resources from the web e.g., broken down by geography or repeat visitors.

Reassurance was provided from RKM who explained how information is gathered from Google analytics and is mostly anonymous due to GDPR restrictions.It was agreed that RKM and DB would have a follow up discussion on this subject matter.**Actions**SHC members to provide SD with feedback on theOperational Plan Progress Report in terms of meeting the mark to gain the assurance that is required.RKM to follow up with DB with regards to web downloads.  | **SHC members** **RKM** |
| **2.5** | **Corporate Parenting Action Plan/ Report** |  |
|  | The Public Involvement Advisor, Chris Third (CT) provided an update for awareness and highlighted the following points;1. HIS was among the first corporate parents in NHS Scotland to publish their report on 1st April 2023
2. Mandatory training - HIS was an early adopter of the new Corporate Parenting module that was produced in May.
3. Advised that strong connections have been established with NHS Education Scotland (NES) and Public Health Scotland (PHS) which enabled them to work together in some areas of learning and development moving forward.
4. It was highlighted that the organisational change within a few directorates has had impact on some of the actions that had been planned for corporate parenting.
5. Assurance was provided that a plan was in place to get these actions back on track and will be discussed at the next Children and Young Peoples Working Group (CYPWG) meeting. It was also highlighted that there will be a CYPWG development day in March 2024.

The SHC thanked CT for providing the update and for the honesty in highlighting the areas which needed to get back on track. They felt assured that there was a plan in place to achieve this going forward. A suggestion was made that the focus could be some quick wins through the review of Equality Impact Assessments (EQIAs) and the developing of the shared relationship with other Boards.CT noted the points highlighted by the SHC.  |  |
| **2.6** | **New Annual Planning Process update** |  |
|  | SD welcomed Angela Moodie, (AM) Director of Finance, Planning & Governance and Jane Illingworth, (JI) Head of Planning, Governance & Finance who presented a paper to provide the SHC with an overview of the integrated annual planning process for 2024/25 for HIS and the SHC’s remit within this process.The following points were highlighted from the paper; 1. The HIS integrated plan covers three main planning documents: the financial budget, the delivery plan and the workforce plan.
2. Advised that the 2024/25 draft budget is due to be submitted to SG in mid-January 2024.
3. HIS funding for next year will be confirmed post Scottish budget in December 2023.
4. Provided an update on the budgets, highlighting some challenges.
5. Provided an update on the work programme noting that the information was taking from the Q2 baseline, and that CE has been realigned to accommodate the changes.
6. An update was provided on the development of the annual delivery plan which is submitted to SG.

The SHC thanked AM and JI for providing the update and raised the following points;1. The importance of seeing that public involvement can be part of the solution to the issue of the funding situation.
2. There is a need to create a proactive plan to extend the directorate’s evidence work which prioritises national need.
3. Assurance was provided in that the need for public involvement is frequently discussed with SG.
4. Noted that the underspend CE have this year is due to the vacancies that have been carried as a result of the ongoing organisational change.
5. Highlighted that submitting this work has been a challenge this year as they are still in the process of forming a new directorate.

In response to the comments made AM provided the following feedback;1. In planning and delivery, advised there is a lot of change happening across the health & care system in Scotland so it’s important that HIS have their voice heard in the work that is being carried out.
2. The 1.2% overspend must be delivered.
3. Importance of discussions around the need to avoid, defer or pause work to makes programmes affordable.

The SHC noted the paper on the approach being taken to the integrated budget for 2024/25, the challenges facing the directorate and to support the direction of travel.**Action:** a draft workplan and further update will be shared with SHC, along with other HIS governance committees, early in the new year.  | **AM/JI/CM** |
| **3.0** | **STRATEGIC BUSINESS**  |  |
| **3.1** | **Evidence Programme overview**  |  |
|  | The Acting Engagement Programmes Manager (EPM) Wendy McDougall (WM) provided an update to the SHC for awareness and highlighted the following points;1. Palliative care Gathering Views commission -SG are developing a new palliative care strategy for Scotland which will be more bespoke and will be published next year 2024.
2. Praise from Professor Jason Leitch at the HIS Annual Review on the work of the Citizens Panel.
3. Citizens Panel- highlighted that SG published its Tobacco and Vaping framework and noted that the Citizens Panel’s findings were cited in this report.

In response the SHC raised the following points;1. How did the National Care Services Charter discussion go with SG?
2. There is a need to be cautious about engagement not being wide enough, the public need to be aware and have the right to make comment and influence the design of the service they use.

In response to the points raised by SHC the following assurance was provided;1. Advised that a draft of the Gathering Views report on the NCS Charter has been provided to SG and a meeting will be set up to discuss findings in the next few weeks Confident the end of February date will be met for the publication of the final report.
2. Agreed with the need for wider engagement and advised that the focus has been on quality engagement as opposed to quantity. Moving forward the focus will be on the scale when the directorate have the capacity with the organisational change in place.
3. Advised that SG are approaching the directorate with a lot more of requests for engagement work.
4. Referred to the 3.1 action on the Action Point register meeting with SB to gain more detail on where we can expand to in the future and how to engage well.

The SHC thanked WM for providing the update.  |  |
| **3.2** | **Improvement Programme overview** |  |
|  | The Associate Director, Tony McGowan (TMG) provided an update for awareness and discussion and highlighted the following three points;1. Advised there has been a steady increase in the number of Peoples Experience Volunteers (PEV) and there has been an increased utilisation of these volunteers throughout some directorates in HIS. It was advised that some are keen to consider the next step and be developed to become a Public Partner.
2. On volunteering advised that the teams have been supporting NHS Dumfries and Galloway, NHS Ayrshire and Arran, and NHS Fife in the development of their volunteering strategies.
3. Bridge Builder volunteers - highlighted that this is a good example of when volunteering adds value to the patient experience and doesn’t clash, conflict or impinge upon NHS staff members. It was noted that the directorate are working with NHS Lothian, SG and the University of Edinburgh around a pilot that is taking place in the Lothian area. Advised the directorate’s focus was to understand potential applicability within the wider Scottish context and on effective governance arrangements.

Following the update, a discussion focused on the Bridge Builder volunteers and its was highlighted that there were still concerns around this model. The SHC sought further assurance that this model is volunteering and not a practice based placement.To provide assurance it was noted that the comments that have been shared previously by the SHC have been reflected in our involvement in this. This includes that the pilot is being run by and funded within NHS Lothian rather than being run by the directorate. It was also advised this was a volunteering role rather than a placement. It was noted a fuller update taking in the further points raised would be provided at a future SHC meeting.The SHC noted the paper and agreed that further assurance would be needed for the Bridge Builder model. |  |
| **3.3** | **Assurance Programme overview** |  |
|  | CM provided an update for awareness and discussion and highlighted the following three points;1. On testing and development areas - highlighted that the live testing of the new assurance process for service change that doesn’t meet the threshold of major service change was taking place in NHS Greater Glasgow and Clyde (NHSGGC) on changes to the GP out of hours service. It was noted that good progress has been made with testing the process.
2. Service change at a national level - advised that a template would be drafted to provide greater clarity on engagement expectations at Board level when service changes have been decided nationally. SG have agreed to share greater details on the engagement they undertake nationally to inform this template. Further development work will be needed with boards.
3. Highlighted that we are currently supporting 61 service changes with 16 of those focusing on the NHS GGC Mental Health strategy update.

The SHC raised the following point;1. What is the timescale for the expectations template?

In response to the point raised the following assurance was provided1. Advised that there is still discussion and agreement to be had with SG and then engagement with boards, so a timescale hasn’t been agreed as yet.

The SHC thanked CM for the update. |  |
| **3.4** | **Assurance of Equalities, Inclusion and Human Rights duties and programme** |  |
|  | The Equalities & Diversity Advisor Rosie Tyler Greig (RTG) provided an update to the SHC and highlighted the following three points for awareness and discussion;1. Delivery of Equality outcomes - successfully completed the first level accreditation for the Close the Gap “Equally safe at work” employer programme.
2. Monitoring compliance - advised that use of EQIAs has been monitored through an organisational KPI since Q4 last year and working closely with Finance, planning and governance team which has been valuable.
3. Engaging staff – advised that a lot of work has been going on including delivering staff activities on Black History month, anti-racist approaches to women’s workplace inequalities, and closing the gender pay gap.

The SHC thanked RTG for providing the update and for the information in the papers.Like Corporate Parenting, it was noted that the Equalities, Inclusion and Human Rights duties are a HIS wide responsibility.The SHC raised the following point;1. On the EQIAs, has the content and quality improved?

In response to the point raised the following assurance was provided;1. Advised that not all EQIAs can be quality checked but to help combat this an update was applied to the online screening process which was much more robust and clearer.

 The SHC noted the paper for awareness and discussion.  |  |
| **4.0** | **RESERVED BUSINESS** |  |
| **4.1** | **Service Change Sub-Committee meeting minutes** |  |
|  | The draft minutes from the Service Change Sub-Committee on 26 October 2023 meeting were presented to the SHC for awareness.  |  |
| **5.0** | **ADDITIONAL ITEMS of GOVERNANCE** |  |
| **5.1** | **Key Points** |  |
|  | After discussion, it was agreed the following three key points to be reported to the Board;1. Corporate Parenting Action plan
2. Assurance Programme overview
3. Capacity Issues
 |  |
| **6.0** | **CLOSING BUSINESS** |  |
| **6.1** | **AOB** |  |
|  | No other business was discussed |  |
| **7.0** | **DATE of NEXT MEETING** |  |
| **7.1** | The next Scottish Health Council meeting will be held on:Thursday 29 Feb 2024 10.00-12.30 Via Teams |  |
|  | Name of person presiding: Suzanne Dawson Signature of person presidingDate: 29/02/2024 |  |