

Engagement and Participation Committee Committee Report to Grampian NHS Board - Committee Meeting on 21 August 2019

Purpose of Report

This report updates the Grampian NHS Board on key issues arising from the Committee meeting on 21 August 2019 which the Committee considered would be of interest to Board members. The Board is asked to note the following five key points:

1. Fairer Scotland Duty legislation:

Linda Leighton-Beck (Head of Social Inclusion) highlighted to the committee, NHS Grampian's responsibilities under the Fairer Scotland Duty (FSD) legislation, and the importance of the Engagement and Participation Committee (EPC) building on its initial steps to ensure engagement activities reaches and includes those who face health inequalities.

Risks identified: Committee members were asked to consider whether, in their governance role, they receive enough evidence or assurance that lived experience of people who are in/have been in socioeconomic disadvantage is included in the views gathered through engagement and feedback mechanisms.

Opportunities identified: The committee agreed to support the development of a process to capture information required to demonstrate compliance with FSD, and that this could be shared with other Committees to embed a pro-active health inequalities inclusion seeking culture across the organisation.

It was agreed that to achieve this the EPC would arrange an equity workshop to further explore this area and support any actions required.

2. Systematic Patient Experience Group:

A short life working group was set up following the November 2018 EPC, due to the committee seeking an understanding of all opportunities and mechanisms that exist across the organisation, for service users to give feedback of their experiences.

The group, comprising of staff with expertise in patient experience from NHS Grampian and the University of Aberdeen, used their combined knowledge of existing practices, to develop a detailed matrix report. The matrix illustrates the many reasons, processes, electronic systems, tools and staff groups' used and involved in gathering patient experiences.

Risks identified: It is challenging to gather experiences and receive feedback from people who are socioeconomically disadvantaged.

Opportunities identified: The matrix allows an understanding of how patient experience information is handled, stored and shared, as well as identifying gaps and opportunities for improvement. The Committee agreed that patient experience gathering should also be included in the equity workshop due to the challenges around gathering hard to reach groups.

3. Involving Young People (Children and Young People (Scotland) Act 2014):

Angela McKinnon, Children and Young People (CYP) Act Project Manager, provided an update on the legal responsibilities and policy framework which NHS Grampian are committed to providing.

Risks identified: There is a requirement for children and young people to be involved in producing a report in 2020 on the steps taken to secure better or further effect on the United Nations Convention on the Rights of the Child (UNCRC) requirements.

Opportunities identified: A Children and Young People's Public Involvement Group was established in 2015 to develop, identify and report on the involvement of children and young people, which continuing support should be offered to ensure compliance with CYP and UNCRC.

4. Feedback Annual Report 2018-2019:

The Feedback Service are progressing to improve their service and have compiled a work plan which includes a review of the annual report. Caroline Hiscox, Executive Nurse Director, noted that the vast amount of care interactions in Grampian are positive with only 0.06% of patient care contacts resulting in a complaint.

Risks identified: To ensure that the feedback reports produced for the EPC and Clinical Governance Committee are appropriate for each committee and are not duplicated, it was raised that it would be useful to agree what should be included in each report.

Opportunities identified: It was agreed that this would be helpful to be included in the workshop and that an invitation to the Chair of the Clinical Governance Committee to attend be arranged.

5. Religions and Cultures 4th edition:

The latest edition of this booklet had been circulated with the papers. It was acknowledged as being a very helpful, easy to read and resourceful tool.

Risks identified: It was confirmed that copies had been sent to each school in Aberdeen City but Aberdeenshire and Moray had not taken up the offer of free copies being sent to them.

Opportunities identified: Representatives on the EPC from Aberdeenshire and Moray both agreed to encourage Aberdeenshire and Moray schools to make this edition available to young people.

Amy Anderson
Engagement and Participation Committee Chair
September 2019