

NHS GRAMPIAN**Minute of Meeting of the Engagement and Participation Committee
13:00 on Tuesday 14 June 2022
via Microsoft Teams****PRESENT:**


Amy Anderson, Chair, Non-Executive Board Member
 Louise Ballantyne, Head of Engagement
 Kim Cruttenden, Chair of Area Clinical Forum, Non-Executive Board Member
 Albert Donald, Non-Executive Director and Whistleblowing Champion
 Nigel Firth, Equality and Diversity Manager
 Elizabeth Howarth, Deputy Head of Engagement/Engagement & Inclusion Manager
 Stuart Humphreys, Director of Marketing and Communications
 Rachael Little, Employee Director
 Jenny Ingram, Associate Director of Quality Improvement and Assurance
 Dave Russell, Public Lay Representative
 John Tomlinson, Interim Chair, Non-Executive Director
 Lauren Tweedley, Project Engagement Manager
 Susan Webb, Director of Public Health & Lead for Population Health Portfolio
 Susanna Wilson, Consultation & Engagement Adviser

ATTENDING:

Heather Haylett-Andrews, Communications Officer, Clerk to the Committee
 Sarah Duncan, Board Secretary
 Susan Harrold, Senior Planning Manager
 Steven Lindsay, Employee Director Elect, shadowing Rachael Little



No.		Action
1.	<p>Welcome, introductions and apologies The Chair welcomed everyone to the meeting and introductions were made.</p> <p>Apologies received from Luan Grugeon, Prof. Louise Locock and intimated on behalf of June Brown, Professor Nick Fluck, Paul Allen, Susanna Wilson and Cameron Matthew.</p>	
2. 2a	<p>Minute of the meeting held on 24 March 2022 The minute was approved as an accurate record of discussions.</p> <p>Action/Decision Sheet update</p> <p>Action 1 Participation of Children and Young People Group Louise Ballantyne provided a verbal update received from Tracy Davis on work ongoing, looking at children taking on various roles; social media takeovers, roving reporting and interviewing senior managers. Susan Webb highlighted a change to reporting cycles; NHS Grampian will now report into Scottish Government separately and indicated this be factored into reporting timeframes that exist going forward.</p>	

3.	Matters Arising		
	3.1	<p>Update on Board Assurance Framework following 2 June Board meeting</p> <p>John Tomlinson briefed the committee on discussions held at the Board on 2 June around two papers; on Plan for the Future and governance arrangements for the newly agreed Population Health Committee.</p> <p>He stressed the importance of striking a balance between treating ill health and supporting health improvement going forward and that the ToRs of governance committees are aligned.</p> <p>Both John and Sarah stressed that the Board was aware of and acknowledged the work this committee has done to refocus its strategic intent. Sarah indicated that over the summer, a process would be put in place to ensure that committee structures link to the strategic plan and that the work of the EPC continues through the new committee structure.</p> <p>Amy Anderson enquired on next steps and timescales for agreeing the Population Health Committee Terms of Reference. Sarah indicated next steps/timescales:</p> <ul style="list-style-type: none"> • Sarah, Amy and Stuart to meet to gather perspectives around the people powered health section of the terms of reference before putting to the wider team including Susan, John and Caroline. <p>Action</p> <ul style="list-style-type: none"> • Comments will then be sought from EPC on the final draft ToR with the deadline of Friday 1 July. <p>Action</p> <ul style="list-style-type: none"> • ToR to be finalised by Friday 8 July to be included in August Board papers for approval (August Board papers are published on 29 July). <p>Forward planning for the Population Health Committee:</p> <ul style="list-style-type: none"> • Set an agenda for next EPC meeting (likely transition point) • Timetable for Population Health Committee meetings • Assurance Map - develop structures beneath the committee to deliver Board plan and ensure continuation of EPC work 	<p>SD/AA/SHu</p> <p>AA/HHA</p> <p>AA/SHu/JT JT/SHu/SW/SD JT/SHu/SW</p>

4.	Plan for the Future Update	
	<p>Susan talked through key highlights of her presentation which set out progress with the overall approach since the last update.</p> <p>Activities included:</p> <ul style="list-style-type: none"> • An informal session with NHS Board April 2022 • Launch group established 22 April 2022 • Draft Plan approved by NHS Board on 2 June 2022 • Development of website to provide 'digital version' • Minimising digital exclusion, providing alternative versions • 'Testing' the Plan – stakeholder groups (Staff Focus Group 22 May) <p>Susan highlighted the strategic wheel of intent and gave an overview of the areas of focus. A more detailed overview inclusive of next steps for the plan can be seen in the attached copy of the presentation.</p>  <p>Plan for the Future Slide Set - EPC 14.6.2:</p> <p>Plan for the Future team to bring a final report to the next meeting of the committee</p> <p>Action</p> <p>The Chair extended her congratulations to Susan and all concerned for their part in the magnificent work undertaken from inception to date.</p> <p>Amy enquired about the groups that had been engaged with as we aspire to a people powered health approach. Susan indicated her experience of groups' willingness/ability to engage had been variable. Louise and Lauren shared their insights around public engagement and indicated there has been general positivity towards the concept from the public with an expectation of a degree of personal gain. Liz indicated the Public Involvement Team had made sure seldom-heard and vulnerable communities have been at the centre of engagement.</p> <p>Susan thanked the committee for the integral part they have played in the overall effort.</p>	SHa
5.	Handling & Learning from Feedback	
	<p>Jenny Ingram shared her proposals for adoption in the feedback team and for reporting back to the committee, as follows:</p> <ul style="list-style-type: none"> • Reinstatement of 'Feedback on our Feedback' reporting (which was operational pre COVID in the Acute Sector predominantly). Reporting to 	

	<p>now be system-wide to provide a sense of how the team are handling feedback (compliments/complaints/comments). A team member now has this as part of their role and will be carried out on a monthly basis.</p> <ul style="list-style-type: none"> • Report on complaints per location, taking notice of deprivation or inequalities • Report on complainants that use advocacy provision or others • Report on clinical care complaints, looking at particular services and areas rather than simply ‘waiting times’ <p>These findings will be included in a report to the next Committee meeting in August.</p> <p>Action</p> <p>Jenny indicated to Stuart that the number of complaints received remained stable are a mixture of types. She advised that there had not been a particular spike in the number of waiting time complaints received.</p> <p>Dave commented that we should be increasingly proactive in asking for feedback as well as merely taking receipt.</p> <p>Louise offered an opportunity to use volunteers in a feedback capacity. Jenny to consider if she would like to explore using volunteers for real time feedback and contact Louise. Action</p> <p>Chair extended her thanks to Jenny.</p>	<p>JI</p> <p>JI</p>
<p>6.</p>	<p>Equality & Diversity</p>	
	<p>6.1 Anti-racism Initiative</p> <p>Nigel indicated that work had continued over the past year and extended his thanks to Liz Howarth for the superb work she is doing with the equalities network and GEMS Network. There is good progress being made on the race equality strategy, with the next step being to widen the consultation with NHS Grampian staff on a regular basis, ideally securing as a standing item on heads of department/team meetings.</p> <p>Work on increasing the anti-racism profile is underway:</p> <ul style="list-style-type: none"> • Hard-hitting video sharing staff members’ personal accounts of racism (first edit being reviewed later this week, with aim for general release as soon as practicable thereafter) • Posters • Pop banners • Use of social media • Display screens • Content in Daily Brief 	

	<p>6.2 Scottish Government Proposed Amendments to the Public Sector Duty Nigel updated that the proposal to replace the current four Statutory Equality and Diversity Monitoring Reports had been abolished following receipt of feedback from multiple stakeholders including NHS Grampian.</p> <p>A new proposal has now been put forward suggesting a thorough review the data we collect; its quality and how we use it. The Scottish Government will provide the data to public bodies for a consultation period with eventual implementation by mid-2023.</p>	
	<p>6.3 NHS Grampian Equality and Diversity Workforce Monitoring Report 2021/22 Nigel advised that this report is nearing completion and contains a great deal more data than previously requested. He extended his thanks to the HR Service Centre for their deliberations in extracting the data.</p> <p>Nigel indicated that the report would be ready next week and would be considered by the Staff Governance Committee prior to general release. The report will show information on the ethnic make-up of our workforce, new starts and leavers and all 9 protected characteristics et al.</p> <p>Stuart enquired if NHS Grampian continued to perform well and whether there are an upward or downward trends of note. Nigel indicated that the NHS Grampian picture was indeed a positive one overall.</p>	
	<p>6.4 Disability and COVID-19 Survey Nigel noted the outcomes of the survey were not available yet but from data received thus far the key issues weren't as expected (physical aspects of disability, limited access to GP services etc.) but were around mental health.</p> <p>It was noted that questionnaire responses would include the first half of postcodes to track geographical origins.</p> <p>The survey outcome will be shared with the Committee at the next meeting.</p> <p>Action</p>	NF
	<p>6.5 Involvement and Consultation Events Nigel reported that it is hoped to resume involvement events and that a joint event with GREC was being planned for November/December 2022 (it was noted physical events had been ongoing since 2008 prior to the pandemic).</p>	
7.	Public Involvement	

7.1	<p>Public Involvement update</p> <p>Louise updated on key Public Involvement activity for June 2022 with presentation slides (copy of slides attached) split into statutory driven public involvement activity, participative networking and engagement and ongoing public involvement supporting work.</p> <p> PI Update_EPC 140622.docx</p> <p>Dave asked if the GP practices that are merging with other surgeries in the city, to ensure the future sustainability of the practice, are linking in with discussions happening in the groups mentioned by Louise in her update.</p> <p>Louise indicated that membership of the General Practice Communication and Engagement Group, which meets weekly, includes the Lead GP for Grampian, and GPs and Practice Managers from across Grampian. The aim of this Group is to raise awareness with the public of how GP practices are working and how appointments can be accessed following Covid-19.</p> <p>John thanked Louise for the overview and indicated that a small working group of non-executives of NHS Grampian Board was currently considering succession and diversity.</p>	
7.2	<p>Volunteer update</p> <p>Louise shared the new badges developed for volunteers carrying the caption 'Making the Difference' and length of service where appropriate</p> <p>She then gave a brief update on progress as follows (more detail can be found on document attached).</p> <p> Public Involvement and Volunteer Man:</p> <ul style="list-style-type: none"> • Volunteers TURAS Learning Page • Induction (National HIS induction module) • Policy Updates • National Volunteers Week • Website live again • Local work • National work • Partner Voluntary Organisations 	

	<p>Louise shared the updated volunteer website and thanked corporate graphics for their assistance in making this happen.</p> <p>Chair extended her thanks for the brilliant work done by Louise and the wider team.</p> <p>Rachael asked about the opportunity to consider volunteers for community based support in the future. Louise noted the request and explained that Aberdeenshire H&SCP are linking in with Aberdeenshire Voluntary Association on a pilot on preventing loneliness in care homes, with expansion into community hospitals. City H&SCP are linking with British Red Cross around independent living volunteers.</p>	
8.	<p>Report to NHS Grampian Board</p> <p>The Chair confirmed that a report on a selection of the subjects discussed at the meeting will be provided to the NHS Grampian Board. Following discussion, it was agreed that the report would include:</p> <ul style="list-style-type: none"> • Acknowledgement of receipt of Board Assurance update and ToR • Plan for the Future continuation • Anti-racism initiative • Volunteers website refresh and volunteer week 	Chair
9.	<p>Any Other Competent Business</p> <p>There was no other competent business.</p>	
9.	<p>The next meeting of the Committee is on 17 August 2022 at 10.00am via Microsoft Teams</p>	