

## **Engagement and Participation Committee Report to Grampian NHS Board Committee Meeting on 21 November 2018**

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### **Purpose of Report**

This report updates the Grampian NHS Board on key issues arising from the Engagement and Participation Committee (EPC) meeting on 21 November 2018 which the Committee considers would be of interest to Board members.

### **Recommendation**

The Board is asked to note the following key points:

### **Health and Care Quality – progress on achieving the quality ambitions of NHS Grampian**

Jillian Evans, Head of Health Intelligence, provided a brief résumé of the paper that had been presented to the Grampian NHS Board at its October meeting. She highlighted the new quality assurance processes and the progress towards achieving the quality ambitions for the organisation as assessed by a collection of four high level indicators.

- Delivering what matters most
- No preventable deaths
- Continuously seek out and reduce harm
- Achieving the highest reliability for clinical care.

The Committee discussed how the views of patient and staff are captured through GP surveys, Care Opinion, staff surveys. Committee members discussed how the information gathered was being utilised effectively. It was agreed that NHS Grampian does demonstrate learning from feedback and experiences but this would be more effective if it was gathered across the whole system. The introduction of exit questionnaires for staff was welcomed and it was suggested that clinical staff should complete these on a face to face basis with their line manager.

Caroline Hiscox, Acting Director of Nursing, Midwifery and Allied Health Professions, noted that an application for funding has been submitted to the NHS Grampian Endowment Fund to purchase electronic software to support the Care Assurance tool, which has been in use for a year. This will address challenges at the point of care.

The Chair thanked Jillian for the report and noted that Caroline Hiscox will provide a further update regarding gathering information systematically at the EPC meeting scheduled for May.

### **Changes to Women’s and Children’s services at Dr Gray’s Hospital**

Sue Swift, Divisional General Manager, updated the Committee on progress with the changes to Women and Children’s services at Dr Gray’s Hospital.

She noted that since the update provided at the EPC meeting in August the Cabinet Secretary had asked NHS Grampian to review the original plan submitted and make further changes. The Cabinet Secretary had visited the Moray area again on 7 November

to meet staff and members of the public, including local groups, before agreeing the finalised phase 1 action plan for obstetrics, which NHS Grampian published on 19 November 2018.

The action plan is the first step towards developing a sustainable, safer and more modern Women and Children's service in Moray and has been developed in collaboration with the Scottish Government. The plan also addresses all of the recommendations made by the Chief Medical Officer's Independent Review Team. Sue confirmed that the Maternity Services Liaison Committee met regularly and communicated with the various community groups and the local MP and MSP. She noted that in order to progress with Phase 2 of the action plan, participation, involvement and engagement with the local community groups is necessary in order to have their concerns addressed.

Discussions continued on the importance of proactive communication with the local public early in the process. Laura Gray, Director of Corporate Communications, confirmed that support for Sue and her team was a priority and it had been agreed to recruit to a full time dedicated Communication Officer role for Moray, to be based in Elgin, which will also include public involvement and engagement activity.

### **NHS Grampian Youth Forum**

Liz Howarth, Public Involvement Officer, talked through a presentation, which showed how the forum was originally set up as a way to involve young people in the work of NHS Grampian.

The original membership of the group had been small and was not representative of young people in Grampian. After exploring new ideas and areas of mutual interest funding had been secured to deliver a programme of events for the Year of Young People #YoYP18. The events were well attended and representative and the Public Health team was able to obtain useful data gleaned from young people on health services.

Liz finished the presentation by explaining the challenges with continuing in the existing format and welcomed the Committee members' feedback and opinions on how best to engage with young people.

**Amy Anderson**  
**Engagement and Participation Committee Chair**  
**January 2019**