

Meeting:	NHS Grampian Board Meeting
Meeting date:	6/10/2022
Item Number:	9.1
Title:	Final Engagement and Participation Committee Board Report & Handover
Responsible Executive/Non-Executive:	Amy Anderson, Non-Executive Board Member
Report Author:	Stuart Humphreys, Director of Marketing and Corporate Communications

1 Purpose

This is presented to the Board for:

- Assurance

This report relates to:

- The August 2022 meeting of the NHS Grampian Engagement and Participation Committee

This aligns to the following NHS Scotland quality ambition(s):

- Effective
- Person Centred

2 Report summary

2.1 Situation

This report updates the NHS Grampian Board on key issues discussed at the final meeting of the Committee on 17 August 2022 which members considered would be of interest. The intention of the accompanying appendix is to facilitate a smooth transition between EPC and the new Population Health Committee.

2.2 Background

The Board receives an update paper following each (quarterly) meeting of the Engagement and Participation Committee. These papers are to provide oversight of some of the key areas of discussion at the Committee, and to provide assurance that this Committee of the Board has undertaken a formal role, on behalf of the Board, to provide assurance on the quality of engagement and participation, and equality and diversity work that is taking place across NHS Grampian.

2.3 Assessment

The Board is asked to note the following key points:

- **Plan for the Future/Delivery Plan**

The Plan for the Future team presented its final report to the Committee, which included a summary of work undertaken over the past year, launch of the plan and the current position. The Plan for the Future team reiterated the ongoing importance of engaging with staff and public in order to embed the plan and achieve its aims.

They advised a quarterly review process would be implemented from October to support regular updates to the website that will keep the plan and external communications accurate and relevant. A quarterly report will be produced and reviewed through the Performance Assurance Finance and Infrastructure Committee.

The Committee extended its thanks to The Plan for the Future team for regularly updating members and commended its excellent work as an exemplar of proactive engagement and co-design.

- **Handling & Learning from Feedback**

The Feedback report previously requested by the Committee was reviewed to ascertain whether feedback is a useful tool in identifying opportunities for improved engagement and participation. The report (covering 1 August 2021 to 31 July 2022) examined complaints and feedback in two specific areas: Firstly, by postcode area to determine if more disadvantaged areas were more/less likely to complain and secondly, how complaints were handled.

Analysis showed fewer complaints were received from deprived areas, with remaining citizens showing broadly similar patterns of behaviour. With regard to complaint handling, most respondents (57%) did not agree that their complaint had been well handled and, of those, 75% provided a fuller explanation which highlighted three top themes: 1) complaints being either incomplete, inaccurate, unresolved, 2) issues experienced in ability/accessibility to log a complaint, 3) complainant unclear of if/how complaint will be followed-up.

The Committee agreed that future reports represent a valuable source of intelligence. It supported the recommendation that future reports be categorised under People, Places and Pathways to reflect the Plan for the Future and heard that learning from complaints and adverse events will be included within the NHS Inspiring Quality Newsletter 3 times per year as a source of up-to-date information about quality improvement, assurance and risk.

- **Workforce Monitoring Update**

The Committee received the completed NHS Grampian's Equality and Diversity Workforce Monitoring Report 2021/22 (as approved at the Staff Governance Committee on 10th August) covering the 9 'protected characteristics' as defined in the Equality Act 2010.

The Committee acknowledged that the report represented a positive picture of NHS Grampian as a fair and equitable employer across all 9 'protected characteristic and noted that staff are feeling more comfortable about sharing information about their sexual orientation and religious beliefs – indicating it is increasingly viewed as an inclusive organisation.

- **Public Involvement Update**

In the update provided by Public Involvement, the Committee welcomed the completed redesign of the Public Involvement Team and addition of 3 new team members, plus the work underway through the Staff Equalities Network to recruit 'speak-up' advocates that will support staff experiencing bullying and harassment to come forward.

The Committee supported the priority work being undertaken over the next three months to develop and promote a 'Hallmark for Engagement' accreditation in collaboration with the Grampian Engagement Network, as well as a toolkit of resources enabling staff to carry out their own high-quality engagement activity.

- **Committee Role / Board Assurance update**

As this month's meeting of the Committee is also its last, the Committee agreed that a paper capturing incomplete or ongoing items from its action tracker, the output of previously held risk workshops and reflections from its members, be created to support a smooth transition of its responsibilities to the new Population Health Committee. (See accompanying appendix)

2.4 Route to the Meeting

This paper is to provide oversight and assurance of the Engagement and Participation Committee of the Board and therefore has not been considered by any other group or committee.

2.5 Recommendation

The Board is asked to review the update provided and endorse sharing the accompanying appendix with the new Population Health Committee to allow the opportunities and issues raised to be considered whilst its programme of work is being developed.