

STAFF COUNCIL MEETING: Action Plan and Outcomes Summary

Date: Thursday 26th January 2017

Duration: 1.00 -3.00 pm

Location: Training 3 & 4, SCHC

Members:	
Debra Ollerhead	Continence Service (Staff Council Member)
Fiona Davies	Speech & Language Therapy (Staff Council Member)
Fiona Fleming	Senior Communications and Marketing Manager
Helen Lawler	Physio Rehab at Home (Staff Council Member)
Helen Lundy	Flexible Staffing Manager (Staff Council Member)
Jo Harvey	Director of Human Resources & Organisational Development(Joint Chair)
Judy Fairbairn	Sexual Health (Staff Council Member)
Leann Davitt	Physiotherapy (Staff Council Member) (Vice Chair)
Mark Greatrex	Director of Finance and Resources
Phil Clow	Director of Business Development & Strategy
Sandra Christie	Director of Nursing and Performance
Tom Meade	Staff Governor (Joint Chair)
Norma Hayes	Staff Governor
Paula Downie	Health Visiting (Staff Council Member)
Angela Price	Staff Governor (attended pre-meeting only)
Alison Jones	Quality & Governance (Staff Council Member)
Julian Eyre	Deputy Director of Performance
In Attendance:	
Claire Richards	Senior Assistant to Director of Human Resources & Organisational Development (minutes)
Ian Hogan	Deputy Director of IM&T
Apologies:	
Craig Elkerton	Senior Health Advisor (Staff Council Member)
Dominique Gill	Senior Assistant, Corporate Team(Staff Council Member)
Ewen Sim	Medical Director
Ken Walker	Communications & Marketing (Staff Council Member)
Mel Johnston	Business Manager, Dietetics (Staff Council Member)
Karen Howell	Chief Executive
Paula Simpson	Deputy Director of Nursing
Stephanie Ball	Community Night Nursing Service (Staff Council Member)
Val McGee	Director of Integration and Partnerships
Angela Price	Staff Governor (attended pre-meeting only)

No	Topic Summary	Outcomes / Actions	Lead (Date)
1.	Introductions/Apologies TM welcomed all to the meeting and apologies were noted as listed above.		
2.	Minutes of the previous meeting – 24 November 2016 The group accepted the minutes as a true and accurate record of the meeting. Matters Arising Staff Council Membership Action: JH to revise ToRs and share at the next meeting UPDATE 24/11: JH confirmed that the ToRs would be updated to reflect the changes in membership and agreed to distribute to Staff Council outside of today's meeting. UPDATE 26/1: JH to update ToRs and share with Staff Council – carry action forward to next meeting Clinical Forum ACTION: Paula Simpson to share TORs for Clinical Forum for next meeting UPDATE 24/11: SC agreed to follow up with Paula Simpson and share the ToRs before the next meeting ACTION 26/1: PS and SC to meet and discuss and bring an update to the next meeting Staff Zone – Forms ACTION: Comms team to review most popular forms to make these more accessible on Staff Zone. UPDATE 24/11: FF updated that there was not an analytic function available to show which forms were the most popular at present but added that Staff Zone would be upgraded soon and this function could be added to the action plan. TM queried if the search function could be simplified so that information could be accessed more quickly and easily. FF agreed to include this into the action plan. UPDATE 26/01: TM updated that FF had confirmed that a simplified search function would be included within Staff Zone once upgraded Promotion of Staff Council MG suggested using a quick link on Staff Zone to Staff Council page and the poster could also be used to signpost staff to the Staff Council page for more information. FF suggested adding a banner to home page on Staff Zone and would look into the option of printing posters. ACTION 26/01: FF agreed to progress the idea of posters to promote Staff Council and add a banner to Staff Zone. JH/FF agreed to progress the idea of posters to promote Staff Council. TM asked if the production of the posters could be expedited quickly? JH agreed to pick this up with	<p>JH to share updated Staff Council ToRs before March meeting</p> <p>SC to follow up with PS to share ToRs for Clinical Form and provide an update at next meeting</p> <p>JH to liaise with Comms regarding the production of posters for Staff Council</p>	<p>JH (30/03/17)</p> <p>SC (30/03/17)</p> <p>JH (30/03/17)</p>

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	<p>the Communications Team.</p> <p>East Cheshire Representation TM added that Staff Council representatives need to be more proactive promoting the role but there were time constraints from daily roles. KH noted that staff in East Cheshire needed to engage with Staff Council as they want to be part of Staff Council but felt geographically remote. KH asked Staff Council to think of ideas to link in staff with Staff Council. Staff Council to suggest ideas to engage with our staff in East Cheshire. ACTION 26/01: TM agreed to meet with Neil Perris to discuss how to engage with East Cheshire staff with Staff Council</p> <p>JE noted that we were looking at communication methods such as video conferencing over handsets and telephony options which could be utilised.</p> <p>Communication around Hub Structures ACTION: PS and DO to draft an email to staff regarding the new Hub structure UPDATE 24/11: DO confirmed that she had received details of staff and MDT co-ordinators from Jane Ralley. SC agreed to check if the information could be shared with the wider organisation. UPDATE 26/1: SC has asked PS to progress</p> <p>Storage of Contenance Team Training Equipment ACTION: DO to liaise with the Estates Team to provide support in storing training equipment UPDATE 26/1: check with DO for an update</p> <p>Leadership Walkrounds ACTION: SC to look into reissuing the leaflets to provide information to staff on Leadership Walkrounds UPDATE 26/01: SC agreed to share a copy of the updated leaflet when available</p> <p>Sexual Health Wirral – ESR ACTION: PC to feedback issue around ESR usage in SHW to PMO team UPDATE 26/01: It was confirmed that this issue had been included into the mobilisation plan ACTION COMPLETE</p> <p>Staff Wellbeing ACTION: VM agreed to send the information regarding Puffell to FF to share. UPDATE 26/01: It was confirmed that information about Puffell was shared in the Staff Bulletin</p>	<p>TM to meet with NP to discuss ways engagement with East Cheshire staff</p> <p>Hub structures to be shared with Staff Council</p> <p>Share updated leaflet re Leadership Walkround with Staff Council</p>	<p>TM (30/03/17)</p> <p>SC (30/03/17)</p> <p>SC (30/03/17)</p>

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	<p>ACTION COMPLETE</p> <p>Leadership For All ACTION: JH to feedback to Leadership Group on specific events for bands 2 – 4 UPDATE 26/01: JH confirmed this had been actioned and a Masterclass for band 2-4 staff would be included in the leadership timetable which would be shared with staff once finalised. ACTION COMPLETE</p>		
3.	<p>Communications to Teams regarding Change</p> <p>LD raised an issue in relation to the MSK team around the changes to the contract and the communication with MSK staff around this. Team Leaders were not informed or updated during critical periods which made staff very anxious and unsettled. SC confirmed that there was an Operations meeting every Monday and SC agreed to feedback to the Divisional Managers to ensure that even if there was no update to ensure that staff were kept informed.</p>	<p>SC to provide feedback at Operations meeting re communication to MSK staff re changes</p> <p>ACTION COMPLETE</p>	<p>SC (30/3/17)</p>
4.	<p>*Organisational Update</p> <p>Balanced Scorecard (Month 8)</p> <p>MG updated that our financial position remained strong at the end of month 8 with a year to date surplus of £851K against a target of £841k.</p> <ul style="list-style-type: none"> • CIP – The Cost Improvement Plan (CIP) was £351k behind plan and the group were asked to encourage their teams to submit ideas for additional savings via the Innovation and Ideas section on Staff Zone and support was available via the PMO team. MG noted that if we were unable to meet our target this would be added to our CIP target for 2017/18 • KPIs – SC reported that our KPI position had improved from December and thanked staff for their hard work. JE reiterated this point as given the time of year when there had been increased pressure on services we had still seen an improvement. • Sickness Absence – JH noted that the sickness absence rate had not been included on the Trust Scorecard this month. Sickness absence had increased significantly to 6.2% which was a significant increase from 5.2% in November. JH thanked staff for keeping our services going over the winter period and updated that the Wellbeing Group had now been established and lots of good ideas were being generated to help support staff wellbeing. 		

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	<p>Update on Bids, Tenders and Organisational Change</p> <p>Bids & Tenders:</p> <ul style="list-style-type: none"> • Clinical Admin Review – JH updated that the consultation document was in the final stages and this would be shared with Joint Union Staff Side (JUSS) before sharing with staff early February. • West Cheshire– 0-19 Service – PC updated that the trust had bid for this contract which had a value of £6m with a go live date in April 2018. The commissioners want a truly integrated service. 		
5.	<p>IT Update</p> <p>IH attend the meeting to provide Staff Council to provide a quarterly IT update and the key points were:</p> <ul style="list-style-type: none"> • SystemOne had now been deployed in Walk In Centres, GP OOHs, DVT and SPA and was now being reviewed and improved e.g. clinical templates. Phased approach had agreed with Community Nursing and South Wirral Hub would be the pilot site • Password Self - Service – Pilot had been completed and reviewed and a full rollout would follow. • Print management – software had been purchased to reduce the use of toner and by using auto duplex printing • 7 key infrastructure projects were ongoing 8 unplanned projects were also ongoing including an estates review in East Cheshire, a Cyber security review and roll out of new anti-virus software. MG highlighted the risk associated with the Cyber Security audit and noted that an action plan had been identified in response to audit. • Tele-Triage was being piloted in 10 Nursing Homes where staff can call into a call centre to obtain advice on patient care. This would be expanded to 30 Nursing Homes with a view to deploying in all 72 Nursing homes on Wirral. • Telephone System update – to include features such as instant messaging and internal video calls 		
6.	<p>Sustainability Transformation Plans (STPs)</p> <p>PC provided an update on the STPs and noted the main point was that the STPs had been rebranded as the '5 Year Forward View'. Work was ongoing to ensure plans with the Local Authority were back on track and the STPs would be developed more in the public domain going forward. There would be a relaunch and a rebranding.</p>		
7.	<p>Update on Health and Social Care Integration</p> <p>PC provided an update on Health and Social Care Integration and added that Local Authority staff would transfer to the trust on 1st April 2017. Discussions were ongoing with the Local Authority to</p>		

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	<p>remedy any issues such as pensions and to agree terms of staff TUPE. There would be a period of consultation for 45 days (indicative figure) and further I share any updates with staff. Natalie Park was the named Lead Manager for mobilisation looking at IT, Estates and work was ongoing to ensure everything was in place.</p>		
8.	<p>Vision, Values, Objectives and Goals</p> <p>PC presented a paper and explained that since the trust became a Foundation Trust on 1st May 2016, the Board wanted to revise our Organisational Vision, Values, Objectives and Goals. The Trust's Vision remained the same but the Values have been amended:</p> <ul style="list-style-type: none"> • Health and wellbeing at the heart of everything we do • Exceptional, high quality, person-centred care • Actively supporting each other • Responsive, Professional, Innovative • Trusted to deliver <p>The current strategic objectives have also been revised and have been grouped together within three strategic themes to make this easier for staff to remember.</p> <p>A statement of pledge I will/we will have been added to personalise the trust's new objectives and goals and to make them more meaningful to every member of staff. They would be included in the appraisal paperwork for 2017/18.</p> <p>PC noted that the new Values, Objectives and Goals would be formally launched next month and with a go live date in April 2017. The Executive Team would be visiting existing team meetings across our services to launch the new Values, Objectives and Goals.</p>		
9.	<p>Staff Wellbeing</p> <p>JH reported that several initiatives had been put in place to support Staff Wellbeing. JH updated that the Wellbeing Group was up and running and membership was made up of staff from across the trust. There were lots of great ideas being generated to help support staff wellbeing such as a Couch to 5k running group, a relaxation session and a Wellbeing Event that would be held in April 2017.</p> <p>FD added that the Wellbeing Event would be a week of events held for staff across the trust and asked Staff Council to promote the event within their teams.</p>	<p>Staff Council to encourage their teams to complete the SFFT Q4.</p>	<p>Staff Council Members (asap)</p>

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	<p>JH noted that the Staff Friends & Family Test for Quarter 4 would be coming out shortly and included a question on wellbeing for staff. JH asked the group to encourage their teams to complete the SFFT.</p>		
10.	<p>*Leadership For All/ Appraisal Update</p> <p>JH provided an update on Leadership for All and Appraisals and the key points were:</p> <ul style="list-style-type: none"> • The trust had held its second annual Leadership for All event which received positive feedback from those who attended. • Coaching Skills were launched at the Leadership event and this had now gone out to tender to find a suitable provider. • A Mentorship Programme was currently in development • Timetable for Master Classes was in development and would include a variety of topics and would be available to all staff regardless of banding • Talent Map – the trust had completed its first trust wide talent review and a talent map had now been produced for each service and division. This included numbers but not individual's names. The Talent Map had helped to identify where there were gaps and helped to develop the Talent Conversation for 2017/18 to support managers 		
11.	<p>Communications Update FF provided an update Communications and the key point were:</p> <p>Staff Awards 2017 FF updated that the Staff Awards 2017 would take place on Friday 24th February. Gordon Burns would be hosting the event at the Floral Pavilion. Further information can be found on the Staff Awards page on Staff Zone</p> <p>All Judging Panels had now met and the provisional shortlist will be published early February and all nominations will be shared via Staff Bulletin.</p> <p>Trust Website and Staff Zone FF confirmed that a capital bid had been awarded to transform the trust's website and Staff Intranet site. Insight work would be undertaken with staff and patients to give a digital platform and we would be working in collaboration with our stakeholders to develop this further.</p> <p>TM noted that a Staff council member had recently attended an event and the display banners and leaflets that were being used were out of date. FF agreed to pick this up and added that Ken Walker was working on branding guidelines for 0-19 Service, Corporate and Sexual Health Wirral branding.</p>	<p>FF to look at display banners and literature/leaflets</p>	<p>FF (30/03/17)</p>

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12.	<p>Key Messages The group agreed that the key messages from the meeting were:</p> <ul style="list-style-type: none"> • Focus on the success of the trust's financial position and encourage staff to submit any ideas for CIP savings to contact the PMO team or submit via Staff Zone • Update on the current IT projects • Update on the Wellbeing Events – Couch to 5k and Relaxation Session • Reminder to managers/staff to complete their interim appraisal by end of January 2017 		
13.	<p>Future Agenda Items Please send any future agenda items to either TM or CR by Wednesday 22nd March</p>	<p>Future agenda items to be sent to TM or CR</p>	<p>Staff Council members (22/03/17)</p>
14.	<p>Any Other Business</p> <p>Staff Council Vice Chair Role TM confirmed that today was LDs last Staff Council meeting as Vice Chair before commencing on Maternity Leave. The group wished LD luck and TM asked Staff Council to register any interest in taking up the Vice Chair by contacting TM.</p> <p>Helen Lundy HL announced that she was stepping down in her role as Staff Council member. JH and TM thanked HL for her valuable input and support as a Staff Council member.</p> <p>Director Portfolio Changes</p> <ul style="list-style-type: none"> • JH updated that SC would be taking flexible retirement from April 2017 and would be working 3 days a week until March 2018 as the Director of Nursing & Quality Improvement • From 1st April 2017, Val McGee would take up the permanent role as the Director of Integration & Operations • JH confirmed she would be going on Adoption Leave for 6 months early February and cover arrangements would be shared shortly. 		
15.	<p>Date and Time of Next Meeting</p> <p>Thursday 30th March 10.00 -12.00 pm in Training Rooms 3 & 4, SCHC Pre-meeting for Staff Council members from 9.30 am, Training Rooms 3 & 4, SCHC</p>		