

## STAFF COUNCIL MEETING: Action Plan and Outcomes Summary

**Date:** Thursday 25 May 2017

**Duration:** 10.00 -12.00 pm

**Location:** Training 1 & 2, SCHC

<b>Members:</b>		
Alison Jones	(AJ)	Quality & Governance (Staff Council Member)
Craig Elkerton	(CE)	Senior Health Advisor (Staff Council Member)
Debra Ollerhead	(DO)	Continence Service (Staff Council Member)
Fiona Davies	(FD)	Speech & Language Therapy ( Staff Council Member) <b>(Vice Chair)</b>
Judy Fairbairn	(JF)	Sexual Health (Staff Council Member)
Fiona Campbell	(FC)	Professional Development Lead 0-19 service East Cheshire (Staff Council Member)
Ken Walker	(KW)	Communications & Marketing (Staff Council Member)
Mark Greatrex	(MG)	Director of Finance and Resources
Martin Godfrey	(MGo)	Interim Deputy Director of HR
Paula Downie	(PD)	Health Visiting Team Leader (Staff Council Member)
Paula Simpson	(PS)	Deputy Director of Nursing & Quality Improvement
Phil Clow	(PC)	Director of Business Development & Strategy
Tom Meade	(TM)	Staff Governor <b>(Joint Chair)</b>
<b>In Attendance:</b>		
Claire Richards	(CR)	Senior Assistant to Director of Human Resources & Organisational Development ( minutes)
Ian Hogan	(IH)	Deputy Director of IM&T
<b>Apologies:</b>		
Ewen Sim		Medical Director
Fiona Fleming		Senior Communications and Marketing Manager
Helen Lawler		Physio Rehab at Home (Staff Council Member)
Karen Howell		Chief Executive
Mel Johnston		Business Manager, Dietetics (Staff Council Member)
Sandra Christie		Director of Nursing and Performance
Stephanie Ball		Community Night Nursing Service ( Staff Council Member)
Val McGee		Director of Integration and Partnerships
Karen Walkden-Smith		Interim Director of HR & OD
Angela Price		Staff Governor
Julian Eyre		Deputy Director of Performance & Integration`
Norma Hayes		Staff Governor

No	Topic Summary	Outcomes / Actions	Lead (Date)
1.	<p><b>Introductions/Apologies</b>            TM welcomed all to the meeting and apologies were noted as listed above.</p>		
2.	<p><b>Minutes of the previous meeting – 28 January 2017</b></p> <p>The group accepted the minutes as a true and accurate record of the meeting.</p> <p><b>Matters Arising</b></p> <p><b>Promotion of Staff Council</b>            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.  <b>ACTION 26/01:</b> FF agreed to progress the idea of posters to promote Staff Council and add a banner to Staff Zone.  <b>ACTION 30/03:</b> KW agreed to follow up with FF on progress.  <b>ACTION 25/05:</b> KW reported that FF had ask for a representative from Staff Council to take this action forward and work with the Comms team to develop a promotional plan. TM agreed to work on this with Comms. MG suggested doing a screensaver campaign.</p> <p><b>East Cheshire Representation</b>            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.  <b>ACTION 26/01:</b> TM agreed to meet with Neil Perris to discuss how to engage with East Cheshire staff with Staff Council  <b>ACTION 30/03:</b> TM confirmed that he had spoken to Neil Perris and Janice Evans and Liz Jones, and Service Lead 0-19 service, and Fiona Campbell, School Nurse Lead, had expressed an interest in linking in with Staff Council. CR to add both Liz and Fiona to the email distribution list for Staff Council.            It was suggested that video conference technology could be utilised to support engagement or East Cheshire staff could plan meetings in St Catherine’s around Staff Council to support their attendance.</p>	<p><b>TM to meet with FF/ Comms team to develop a Staff Council promotional plan</b></p> <p><b>ACTION COMPLETE</b></p>	<p><b>TM/FF (20/07/17)</b></p>

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	<p><b>Communication around Hub Structures</b>  <b>ACTION:</b> PS and DO to draft an email to staff regarding the new Hub structure  <b>UPDATE 24/11:</b> 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.  <b>UPDATE 26/1:</b> SC has asked PS to progress  <b>UPDATE 30/3:</b> PS suggested adding the hub structures to Staff Zone and JE agreed to speak to Karen Milnes or Anne Cartwright to action this.  <b>UPDATE 25/05:</b> JE to liaise with Divisional Manager – A&amp;C to add Hub structures to Staff Zone. PS agreed check with JE to see if this had been actioned</p> <p><b>Storage of Contenance Team Training Equipment</b>  <b>ACTION:</b> DO to liaise with the Estates Team to provide support in storing training equipment  <b>UPDATE 26/1:</b> check with DO for an update  <b>UPDATE 30/3:</b> DO to confirm if action was outstanding</p> <p><b>Leadership Walkrounds</b>  <b>ACTION:</b> SC to look into reissuing the leaflets to provide information to staff on Leadership Walkrounds  <b>UPDATE 26/01:</b> SC agreed to share a copy of the updated leaflet when available  <b>UPDATE 30/3 –</b> PS updated that this action had been superseded by a review of Leadership Walkrounds. MG added that the Governors would be joining the Non-Executive Directors on the Leadership Walkrounds and members of the Board would be ‘buddying up’ with Services. PS agreed to liaise with Alison Hughes, Trust Board Secretary, for further details to share with Staff Council.  <b>UPDATE 25/05:</b> PS suggested adding Leadership Walkrounds to the agenda for the next Staff Council meeting and inviting Alison Hughes, Trust Board Secretary, to attend Staff Council.</p> <p><b>Migration to NHS Mail</b>  <b>ACTION 30/3:</b> MG to liaise with Ian Hogan to add a reminder in Staff Bulletin for staff to activate their NHS mail accounts  <b>UPDATE 25/05:</b> IH confirmed that this had been actioned and all NHS mail accounts have been set up for all users. The final stage would be set up accounts for other systems such as Datix and then wirralct.nhs.uk email accounts would be phased out.</p> <p><b>Credit Unions</b>  <b>ACTION 30/3:</b> MG agreed to look into this and asked AP to forward through any information she had.</p>	<p>PS agreed check with JE to see the Hub Structures had been added to Staff Zone</p> <p>ACTION COMPLETE</p> <p>Leadership Walkrounds to be an agenda item at July Staff Council meeting and AH to be invited to attend</p> <p>ACTION COMPLETE</p> <p>AP to forward Credit Union information to MG and Finance Team to take this forward</p>	<p>PS/JE (20/07/17)</p> <p>CR (20/07/17)</p> <p>AP/MG (20/07/17)</p>

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	<p>MG to explore offering a savings scheme for staff via a Credit Union  <b>UPDATE 25/05:</b> MG confirmed that the Finance Team would be able to look into this. AP to send MG the information she had on this.</p> <p><b>Flu Campaign</b>  PS asked if Flu Campaign could be added to the agenda for the next Staff Council meeting.</p>	<p><b>Flu Campaign to be added to the agenda for the July Staff Council</b></p>	<p><b>CR</b>  <b>(20/07/17)</b></p>
	<p><b>Car Parking at SCHC</b>  TM noted that staff were concerned about the number of new staff joining the trust and the impact on the staff car parking at SCHC. MG confirmed that some of the new staff joining the trust would only be in for part of the day and an impact assessment being undertaken by the Estates Team and the report would be shared with Staff Council. There could be the option to come to an agreement with CWP to use their overflow car park if this was necessary.</p>	<p><b>MG to share impact assessment report re car parking at SCHC when available</b></p>	<p><b>MG</b>  <b>(20/07/17)</b></p>
3.	<p><b>*Organisational Update</b></p> <p><b>Balanced Scorecard (Month 12)</b></p> <ul style="list-style-type: none"> <li>• MG updated that our financial position remained strong at the end of the financial year and the trust finished on target and achieved the year end surplus of £2.1 million which was in excess of the surplus issued by our regulators NHSI (NHS Improvement) of £1.6 million due to an additional allocation of Sustainability and Transformation Funding (£0.5m).</li> <li>• <b>CIP</b> – The Cost Improvement Plan was over £650k below our target with a shortfall in recurrent savings which will be carried forward into 2017/18 CIP scheme. MG encouraged all staff to submit any ideas to support CIP via the Staff Zone page ‘Ideas &amp; Innovation’ or via the PMO team. CIP remains on the trust’s Risk Register. FC queried how the ideas were reviewed? PC confirmed that the PMO team receive the ideas, undertake a quality review and look at opportunities for savings before the idea was progressed through a formal process.</li> <li>• <b>Sickness Absence</b> – MG noted that the sickness absence rate was missing from the Trust Scorecard this month and agreed to liaise with Business Intelligence team to ensure this was reinstated.</li> </ul> <p><b>Update on Bids, Tenders and Organisational Change</b></p> <p><b>Bids &amp; Tenders:</b></p> <ul style="list-style-type: none"> <li>• <b>Health &amp; Social Care Integration</b> – PC updated that The Board approved plans to transfer Adult Social Care services from Wirral Council to the trust on 1 June.</li> <li>• <b>Starting Well 0-19 Service West Cheshire</b> – PC updated that the trust had been unsuccessful in</li> </ul>		

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	<p>winning this bid and the contract was awarded to the current provider CWP. Feedback from the Council regarding our bid was positive and we have learnt lessons from the process.</p> <ul style="list-style-type: none"> <li>• <b>Wirral Council – Health Checks</b> – This was a national campaign to provide health checks with GPs for patient’s over 40. The bid would be reviewed to see if we could provide this with Primary Care. The tender would be due in September</li> <li>• <b>Adult Speech &amp; Language TUPE</b> – MGo updated that in the region of 10 WTE staff will transfer to WUTH in September</li> <li>• <b>Clinical Admin Review</b> – Formal consultation had now commenced with affected staff. The consultation period has recently been extended to 26 June 2017. Additional Communications would be shared to keep staff updated</li> </ul>		
4.	<p><b>IT Update</b></p> <p>IH attended today’s meeting to provide an update on IT. The key points were:</p> <ul style="list-style-type: none"> <li>• The service desk activity was around 1608 calls last month and about 95% were closed.</li> <li>• There were 23 major projects undertaken plus 12 that were unplanned and were not part of the original IM&amp;T Strategy</li> <li>• 35 projects have been completed, 22 of which had been completed within the timeframe (7 were SystemOne related and 2x Clinical Systems). Overall what had been achieved was significant</li> <li>• 2017/18 planning was ongoing to improve core functionality, connectivity and end user experience. These included: 7 x SystemOne projects, looking to install a single sign on for users and 13 x infrastructure projects which included laptop and desktop replacement programme.</li> <li>• Also working on Teletriage into Care Home pilot with a view to rolling out to all 75 Care Homes on Wirral.</li> <li>• The integration of Social Care staff begins on 1<sup>st</sup> June.</li> <li>• Cyber Security – Some NHS organisations were affected by this but WCT were not impacted and remain clean. MIAA undertook an audit of our Cyber Security in November 2016 and we had an action plan in place to ensure our levels of protection were strengthened.</li> <li>• FD thanked the IT team for all their efforts and IH thanked the wider workforce for their vigilance with IT security.</li> </ul>		

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5.	<p><b>Staff Survey 2017 (2016 results)</b></p> <p>MGo tabled a paper on the NHS National Staff Survey Action Plan 2017 which had been shared with Education and Workforce committee on 24 May. The action plan detailed the key areas that were identified for improvement within the trust as a result of the findings from the recent NHS national staff survey 2016.</p> <p>The action plans detailed the areas of work under five key themes that had been identified for improvement :</p> <ul style="list-style-type: none"> <li>• Communication between senior managers and staff</li> <li>• Job satisfaction and ability to contribute at work</li> <li>• Working hours and flexible working opportunities</li> <li>• Health and wellbeing initiatives</li> <li>• Appraisal quality and quality of non-mandatory development</li> </ul> <p>MGo noted that the Executive Team were in the process of visiting team meetings to provide an Organisational Briefing update to staff and as part of this the team had been asking staff what they understood around flexible working and providing examples of what flexible working was which could include changing shifts and taking time off to provide clarity. The Wellbeing Group would be taking forward the health and wellbeing initiatives.</p> <p>MGo added that staff and teams should be getting involved in their own divisional actions plans and the group suggested that some of the actions needed to be SMART and needed to have dates added to make them more specific. PS asked to group to feedback any comments to Julian Eyre as the plans would be tracked via the Integrated Performance Group.</p>	<p><b>Group to feedback any comments or suggestions regarding staff survey action plans to JE</b></p>	<p><b>Staff Council members (asap)</b></p>
6.	<p><b>Sustainability Transformation Plans (STPs)</b></p> <p>MG provided an update on the STPs and the key points were:</p> <ul style="list-style-type: none"> <li>• Due to the pending Election and purdah the STP had a quiet period and the time was being used to plan for the STP and the 5 Year Forward View moving forward</li> </ul>		
7.	<p><b>Update on Health and Social Care Integration</b></p> <p>PC noted that the integration of Health &amp; Social Care scheme was nearly complete and the key points to note were:</p> <ul style="list-style-type: none"> <li>• Social Care (Adult) staff would TUPE to the Trust on 1 June 2017</li> </ul>		

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	<ul style="list-style-type: none"> <li>• A breakfast welcome event has been planned on this date from 8.30 am -10.30 am to welcome 230 WTE staff to the trust.</li> <li>• MG noted that if anyone was interested in finding out more about Social Care, the King's Fund have launched videos and papers to provide more information.</li> </ul>		
8.	<p><b>Freedom to Speak Up (FTSU)</b></p> <p>PS provided an update on the FTSU national programme and the key points were:</p> <ul style="list-style-type: none"> <li>• The FTSU campaign was key to embed the culture that we were an open, caring and transparent organisation who listens to their staff.</li> <li>• The FTSU policy had been updated and shared Staff Zone <a href="#">here</a> and the campaign would be launched shortly. More information can be found on the Raising Concerns</li> <li>• 24 staff have volunteered to date to become a FTSU champion</li> <li>• A slide had been included in the Organisational Briefings that the Executive Team are delivering to teams to update staff on the FTSU campaign.</li> <li>• A new module had been built into the Datix system so that staff can report any concerns around staff or patient safety on Datix to support data collection and to help identify any themes. This can be done anonymously if necessary.</li> <li>• The Staff Friends and Family test would be used to test staff awareness of the FTSU.</li> <li>• PS agreed to provide a quarterly update on FTSU to Staff Council.</li> </ul>	<ul style="list-style-type: none"> <li>• PS agreed to provide a quarterly update on FTSU to Staff Council.</li> </ul>	PS (ongoing)
9.	<p><b>*Leadership For All/ Appraisal Update</b></p> <p>MGo provided an update on Leadership for All and Appraisals and the key points were:</p> <p><b>Appraisals</b></p> <ul style="list-style-type: none"> <li>• The appraisal window was open and would close on 31 July. There were no plans to extend this window as we had done in previous years.</li> <li>• The appraisal paperwork has been revised and drop in sessions for managers have been organised to provide support and update on the revised paperwork. FD confirmed she had attended one of the Appraisal workshops and had found this every beneficial.</li> <li>• This year appraisals would be recorded on ESR (with the exception of Urgent and Primary Care).</li> <li>• Feedback from staff was that the revised paperwork was much simpler.</li> </ul> <p>JF queried how the appraisal process would work for staff that were affected by the Clinical Admin Review? MGo added that it was important the appraisal focused on the good work that had been undertaken over the last 12 month period. It may be difficult to set objectives during the consultation</p>		







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10.	<p><b>Communications Update</b> KW provided an update Communications and the key points were:</p> <ul style="list-style-type: none"> <li>• Focus on the Manchester terrorist attack on 22 May</li> <li>• Purdah currently in place - all external communications have been restricted during this period.</li> <li>• The integration of Health and Social Care staff would take place on 1<sup>st</sup> June 2017 – Adult Social Care staff would be given a postcard with key information and a welcome event has been organised for the morning of 1<sup>st</sup> June.</li> <li>• Sustainability – Achievement of ISO 14001 working with the Estates Team</li> <li>• Promotion of the Workplace Step Challenge which ends early June</li> <li>• Staff Bulletin would now be sent out on Friday mornings therefore the deadline for the submission for Staff Bulletin would now be Wednesday afternoon.</li> <li>• Trust Website and Intranet – the trust would be procuring an updated package for our public website and staff website. This would be procured via a tendering process due to take place at the end of June.</li> <li>• The trust magazine ‘For You, With You’ would be going to print once purdah had been lifted and the general election had taken place.</li> <li>• PS noted that she had received great feedback from nursing staff on the International Nurses Day screensaver campaign.</li> </ul>		
11.	<p><b>Key Messages</b> The group agreed that the key messages from the meeting were:</p> <ul style="list-style-type: none"> <li>• Update on Bids &amp; Tenders</li> <li>• Integration of Health and Social Care and Social Care colleagues joining the trust on 1 June 2017.</li> <li>• Leadership for All update</li> <li>• IT Update</li> <li>• Freedom to Speak Up campaign – promotion and more FTSU champions needed</li> <li>• CIP – any ideas big or small to support CIP to be submitted via the Ideas and Innovation page on Staff Zone or via the PMO team.</li> </ul>		
12.	<p><b>Future Agenda Items</b> Please send any future agenda items to either TM, FD or CR by <b>Wednesday 12 July</b>.</p>	<p><b>Future agenda items to be sent to TM, FD or CR</b></p>	<p><b>Staff Council members (12/07/17)</b></p>
13.	<p><b>Any Other Business</b></p> <p><b>Randomised Coffee Trials</b> FD confirmed that she was organising Randomised Coffee Trials again after the first scheme proved</p>	<p><b>FD to include Staff Council members in the</b></p>	<p><b>FD (asap)</b></p>

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	<p>successful. This scheme allowed staff to meet up for a coffee with other staff from across the trust with no agenda. FD confirmed that the Randomised Coffee Trials would be promoted in Staff Bulletin and confirmed that, if Staff Council members were happy, she would automatically include members in the trials</p> <p><b>Flu Campaign</b>  PS asked the group for their ideas regarding the Flu Campaign. The Flu Campaign was an element of the CQUIN for 'Improving Staff Health and Wellbeing' to achieve 75% of staff receiving a flu vaccination. Some suggestions made was to incentivise the campaign such as for every staff member who receives a jab = a jab will be given to charity. The vaccination rate for the trust last year was 58.7%. The campaign will begin with the School Nurses in October.</p> <p>MG noted that the threat of pandemic flu was a big threat to the UK and we should ensure that messages are shared with staff to encourage uptake. MG suggested linking up with a coffee shop chain to get a voucher for a coffee for staff who received a vaccination. PS noted a different approach could be taken from last year and the trust was exploring the possibility of having a dedicated resource for 4 weeks to deliver the jabs to staff. JF confirmed that a nurse attended the Sexual Health team meeting last year and this had proved successful.</p> <p>PS thanked the group for their ideas and agreed to the ideas away and work up as an options appraisal.</p>	<p><b>Randomised Coffee Trials</b></p> <p><b>PS to take ideas regarding Flu Campaign away and work up some options</b></p>	<p><b>PS</b> <b>(20/07/17)</b></p>
14.	<p><b>Date and Time of Next Meeting</b></p> <p><b>Thursday 20 July from 10.00 -12.00 pm in Training Rooms 3 &amp; 4, SCHC</b>  <b>Pre-meeting for Staff Council members from 9.30 am, Training Rooms 3 &amp; 4, SCHC</b></p>		