

**NHS GRAMPIAN**

**Minute of Meeting of the Engagement and Participation Committee**  
**13:00 on Thursday 24 March 2022**  
**via Microsoft Teams**

Board Meeting 04.8.22 Open Session Item 12.3
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**PRESENT:**

Amy Anderson, Chair, Non-Executive Board Member  
 Paul Allen, Director of Facilities and eHealth  
 Stuart Humphreys, Director of Marketing and Communications  
 Louise Ballantyne, Head of Engagement  
 Kim Cruttenden, Chair of Area Clinical Forum  
 Cllr Isobel Davidson, Non-Executive Board Member  
 Nigel Firth, Equality and Diversity Manager  
 Stuart Humphreys, Director of Marketing and Communications  
 Jenny Ingram, Associate Director of Quality Improvement and Assurance  
 Professor Louise Locock, Professor of Health Services, University of Aberdeen  
 Dave Russell, Public Lay Representative  
 John Tomlinson, Interim Chair and Non-Executive Board Member  
 Lauren Tweedley, Consultation and Engagement Officer  
 Susan Webb, Director of Public Health  
 Susanna Wilson, Consultation and Engagement Officer

**ATTENDING:**

Marilyn Elmslie, Communications Officer, Clerk to the Committee  
 Jenna Young, Planning Manager  
 Sarah Duncan, Board Secretary

No.		Action
1.	<p><b>Welcome and apologies</b>            The Chair welcomed everyone to the meeting and introductions were made.</p> <p>Apologies were intimated on behalf of June Brown, Joyce Duncan, Professor Nick Fluck, Liz Howarth, Rachel Little and Cameron Matthew.</p>	
2.  2a	<p><b>Minute of the meeting held on 10 November 2021</b>            The minute was approved as an accurate record of discussions.</p> <p><b>Action/Decision Sheet update</b></p> <p><b>Action 1 Women's services at Dr Gray's Hospital</b>            Awaiting comment of the review from the Cabinet Secretary due to be delivered at a parliamentary meeting being held soon. The service will focus working on the model recommended by the outcome of the review.  <b>Agreed to remove from the Action Tracker</b></p> <p><b>Action 2 Participation of Children and Young People Group</b>            Tracy Davis, Child Commissioner to be invited to the next EPC meeting to provide an update</p>	

	<p><b>Agreed to remain on Action Tracker</b></p> <p><b>Action 3 Handling and Learning from Feedback</b> Jenny Ingram confirmed that learning from Equalities and Diversity and other aspects from Feedback will be provided at the next EPC meeting. <b>Agreed to remain on Action Tracker</b></p> <p><b>Action 4 Advocacy</b> Louise Ballantyne will provide update once the groups reconvene. <b>Agreed to remain on Action Tracker</b></p> <p><b>Action 5 Renewal and Development of the Board Role of EPC</b> Further discussed under item 3.1</p> <p><b>Action 6 Draft Workplan of EPC</b> Further discussed under item 3.1</p>	<p><b>LB</b></p> <p><b>JI</b></p> <p><b>LB</b></p>
3.	<b>Matters Arising</b>	
	<p><b>3.1 EPC Strategic Intent</b> Stuart Humphreys talked through the key highlights of his paper which set out the progress made since the last EPC meeting in November.</p> <ul style="list-style-type: none"> <li>(i) Feedback from facilitated workshop</li> <li>(ii) Objectives</li> </ul> <p>Three 2 hourly separate sessions were held with preparatory work being undertaken by the six participating Committee members to maximise productivity and enable informed discussion at each session. Stuart extended his thanks to all members who contributed and invited the remaining Committee members to review the bowtie documents and feedback their thoughts on any risks that may not have been captured. <b>Action</b></p> <p>Sarah Duncan explained that a review of all Board Committees was ongoing to review all of its Committee arrangements in tandem with NHS Grampian's new clinical strategy and delivery plan. As the Public Health remit is enormous it has been agreed in principle to create a new Public Health and Engagement Committee. She noted that a meeting being held on 6 April with all Committee chairs will review each ToR and a package of findings will be presented to the NHS Grampian Board at their meeting in June.</p> <p>Committee members contributed to the discussions around the suggested new Committee. It was acknowledged that the process would be gradual and it was important to review further in 12 to 18 months.</p>	<p><b>All</b></p>

		The Committee agreed to the recommendation and members are asked to provide feedback to Stuart by Monday 4 April to allow time for content and contributions be available for the Chair's meeting with the Board Secretary on 6 April.	
<b>4.</b>	<b>Communications and Engagement</b>		
	<b>4.1</b>	<p><b>Operation Iris</b> Stuart talked through the detail contained within the update paper which provided the progress against the goals and actions within the Operation Iris Communications and Engagement Plan. These include:</p> <ol style="list-style-type: none"> <li>a. Make every opportunity count to support people to stay well and recover faster</li> <li>b. Ensure our colleagues, patient, carers and public are kept informed and feel valued</li> <li>c. Establish a culture of co-production to ensure a range of voices, including seldom heard voices, are heard in the choice and design of services</li> <li>d. Support change through building relationships</li> <li>e. Enhance the Grampian health system as the place to work</li> <li>f. Making a difference (evaluation)</li> </ol> <p>The evaluation was conducted via a series of individual discussions with project leads and performance data was also collected. Details were provided on each goal including those that require further work which includes the network of communication and engagement ambassadors that support visible two-way communication and engagement across the system. The group recognised that the work to develop this is extensive and meetings are planned with potential ambassador groups to take this forward.</p> <p>Several recommendations were requested within the paper and the Committee agreed to support each one highlighting within the actions and projects that should be <u>embedded</u> into daily practice they include co-production.</p>	
<b>5.</b>	<b>Equality and Diversity</b>		
	<b>5.1</b>	<p><b>EPC report Mar 2022</b></p> <p><b>NHS Grampian Race Equality Strategy</b> Nigel confirmed that work has commenced on a strategy for the next 5 years and invited EPC members to suggest:</p> <ul style="list-style-type: none"> <li>• What objectives are required for next 5 years?</li> <li>• Actions required to achieve the goals</li> <li>• What should the Key Performance Indicators be</li> </ul>	

		<p>Discussions were had on the activity and impact of the work and Nigel offered to meet EPC members individually to talk through the finer detail. It was confirmed that the strategy would cover the next 5 years but an annual report will be provided. Amy reiterated that this work has to link with the new clinical strategy and go over and above the legal requirements to set a benchmark of excellence.</p> <p>Suggestions should be sent to Nigel by Fri 15 April. <b>Action</b></p> <p><b>Grampian-wide survey on the impact of COVID 19 on disabled people</b> An easy to read and complete survey has been produced and distributed widely to gather information which will inform future services for disabled people in Grampian. Nigel noted that there has already been a good response and the outcomes will be shared with EPC at a future meeting. <b>Action</b></p>	<p><b>All</b></p> <p><b>NF</b></p>
	<b>5.2</b>	<p><b>Consultation on the Scottish Government Review of the Public Sector Equality Duty (PSED)</b> Nigel noted the three main themes of the consultation were:</p> <p>a) The continued gradual move in Scottish Government focus from race to sex (male and female) and disability.</p> <p>b) The proposal to replace the current four Statutory Equality and Diversity Monitoring Reports of:</p> <ul style="list-style-type: none"> <li>• An Equal Pay Report every two years</li> <li>• An Equality Outcomes Report every four years, with an update after 2 years</li> <li>• A “Mainstreaming” Report every 2 years</li> <li>• An Annual Equality and Diversity workforce Monitoring Report</li> </ul> <p>All to be replaced by one report to be produced every 4 years, with no 2 yearly update.</p> <p>c) Centralised equality objectives, with less local input.</p> <p>Nigel explained that he is meeting with Scottish Government colleagues next week to discuss the finer detail and would welcome initial feedback from Committee members by close of play on Friday 25 March. Nigel will then provide input at the meeting and if the suggestions or concerns are not addressed then he welcomed the suggestion from the chair to write a letter expressing the concerns to the review panel. <b>Action</b></p>	<p><b>NF and AA</b></p>
<b>6.</b>	<b>Handling and Handling from Feedback</b>		
	<b>6.1</b>	<p><b>Complaints triage process.</b> Jenny Ingram explained that the triage process was introduced as a result of the ability of staff working during Operation Iris and</p>	

		<p>Omicron variant to be able to respond to complaints and feedback. She talked through the various steps on the triage flowchart highlighting the severity rating. The new pilot process has been introduced at three other Health Boards along with NHSG and has been approved by the SPSO. Jenny confirmed that the process will develop further and will continue to be used in case of extremis.</p> <p>Following discussions on an individual case Amy suggested that patient voices be factored into the work for future reiterations.</p> <p style="text-align: right;"><b>Action</b></p>	JI/LB
<b>7.</b>	<b>Public Involvement</b>		
	<b>7.1</b>	<p><b>Plan for the Future engagement update</b></p> <p>Jenna Young provided a full update on the engagement process in the development of NHS Grampian's Plan for the Future. The update provided information on the focus group sessions held throughout October to December 2021. Summarising the notes from the groups helped to analyse the information into 12 themes covering high level priorities, key health services areas of focus and key mechanisms to strengthen our relationship with people, communities, partners and health service providers. Jenna highlighted several of the key risks, relevant learning and mitigating actions.</p> <p>The intended next steps are:</p> <ul style="list-style-type: none"> <li>• Development of a draft Plan for the Future 2022-28</li> <li>• Further informal session with Board members in April 2022</li> <li>• Engagement with other stakeholders, including Launch Group on 22<sup>nd</sup> April 2022 and revisiting groups that were involved in engagement phases</li> <li>• Development of a dedicated website to provide a 'digital version' of the Plan</li> <li>• Development of multiple versions of the final document, including easy read, translations and a summary</li> </ul> <p>The final plan will be presented to the NHSG Board in June 2022 and to assist with the launch a Communication and Marketing plan with multiple mechanisms to communicate key messages will be implemented. Stuart confirmed that the Communications and Engagement group are continuing to work on all aspects of communication and how the website will look.</p> <p>Amy commented that it was important to maintain the balance of views from both public and staff. Louise Ballantyne confirmed that due to the challenging work pressures of staff during Covid there had not been the opportunity to engage with as much staff as they had hoped. She highlighted that it is important all groups who were involved in both engagement phases are revisited.</p> <p>The EPC were recommended to:</p>	

		<ol style="list-style-type: none"> <li>1. Agree that the progress undertaken to date supports an inclusive, joined-up approach with partners, reducing duplication and building on existing networks and engagement undertaken to date;</li> <li>2. Note one further assurance report will be submitted to the EPC to update on completion;</li> <li>3. Agree that they are assured that the process (both that which has been completed and that which is proposed/in progress) is comprehensive and enables all stakeholders, including those with lived experience of local services and seldom heard individuals/groups to have an influence on the development of NHS Grampian's Plan for the Future 2022-2028; and</li> <li>4. Agree that the approach is in line with statutory duties and best practice, as set out in national and local engagement and participation guidance.</li> </ol> <p>The EPC were happy to support all the recommendations.</p>	
	<p><b>7.2</b></p>	<p><b>Engagement report and evaluation of Baird and Anchor projects</b></p> <p>Lauren Tweedley provided a full report summarising the communication and engagement activity for the projects during the past 18 months. She also talked through a detailed presentation slide deck (attached)</p>  <p>Communication and Engagement 2022 EP</p> <p>Nigel thanked Lauren for the excellent presentation and enquired whether there have been items retained for the NHS Grampian archives. He confirmed that the original sod of earth and the shovel used in the turf cutting for ARI in 1936 has been archived. Lauren will enquire with the Project leads.</p> <p>John Tomlinson commented that the engagement work and approach should be applauded and would encourage the good practice to be highlighted to other projects. Amy agreed and noted that the lessons learned will provide sound principles for the EPC assurance approach.</p>	
	<p><b>7.3</b></p>	<p><b>Public Involvement update</b></p> <p>Firstly Louise explained that since the previous EPC meeting in November Anna Rist has moved onto a new post within National Services Scotland. She introduced Anna's replacement, Susanna Wilson, to the group. Louise then provided a brief overview and update of the many projects, groups and support that the Public Engagement Officers are involved in within a presentation slide.</p>	

	<p><b>7.4 Volunteer update</b> Volunteer development continues along with a successful recruitment campaign.</p> <p>Stuart acknowledged the amount of work undertaken by the engagement team and reflected that the presentation slide did not do justice to the work involved. He noted that the Committee may wish to look into detail the work of a particular area and Amy suggested that it would be helpful to get further information on the strategic work on Volunteering at a future meeting.</p>	<b>LB</b>
<b>8.</b>	<p><b>Report to NHS Grampian Board</b> The Chair confirmed that a report on a selection of the subjects discussed at the meeting will be provided to the NHS Grampian Board. This was to highlight risks and opportunities.</p> <p>It was agreed that the report would include:</p> <ul style="list-style-type: none"> <li>• EPC Strategic intent and the work being provided to the Board Secretary for the review of the ToR for all Board Committees</li> <li>• Equality and Diversity – the strategic approach</li> <li>• Baird and Anchor engagement and evaluation reports</li> </ul>	<b>Chair</b>
<b>9.</b>	<p><b>Any Other Competent Business</b></p> <p><b>Possible development session on EPC workplan</b> It was agreed that this would be put on hold until the outcome of the meeting that the Board Secretary was having with the Committee chairs was known to avoid duplication. John commented that there has been really good work done on many projects and that the development session would provide an opportunity to further highlight the gap analysis for the EPC.</p> <p>Amy noted that Cllr Isobel Davidson’s term of office as a non-executive Board member was coming to an end and that this would be Isobel’s last EPC meeting. She thanked her for all the valuable contributions to the work of the committee in the last 4 years and wished her well in the future. Isobel noted her thanks to everyone.</p> <p>Amy confirmed that Marilyn Elmslie was due to retire from the NHS shortly and this would also be her last meeting. Thanks were conveyed to Marilyn for being the Committee Clerk for many years. Marilyn also noted her thanks and best wishes to everyone.</p> <p>The Chair thanked everyone for attending, the useful discussions and thoughtful questions.</p>	
<b>9.</b>	<p><b>The next meeting of the Committee is on 14 June 2022 at 13.00pm via Microsoft Teams</b></p>	