

‘Once for Scotland’ Pre-Policy Development Engagement Events

January 2020

Welcome, Introductions & Housekeeping

Event Aims & Objectives

Aim:

To engage with key stakeholders throughout NHSScotland giving them an opportunity to influence the review of the current PIN Policies and contribute to the development of NHSScotland Workforce Policies

Objectives:

- To share the key aims for NHSScotland Workforce Policies
- To provide delegates with a strategic overview of the programme of work
- To enable delegates to shape NHSScotland Workforce Policies
- To share and consider current best practice
- To participate in a Question & Answer Session with members of the Programme Board

Event Programme

09:30	Registration – Tea/Coffee on Arrival
10:00 - 10:10	Welcome, Housekeeping & Overview
10:10 - 10:25	Digital Demonstration
10:25 - 10:35	Panel Q & A
10:35 - 10:45	Tea/Coffee (Grab & Go)
10:45 – 12:45	Workshops – AM
12:45 – 13:30	Lunch and Networking
13:30 – 15:30	Workshops - PM
15:35 – 15:55	Panel Q & A
15:55 – 16:00	Thank You and Closing Remarks
16:00	Event Closes

Our Ambition

A transformational change in workforce policies and how they are developed

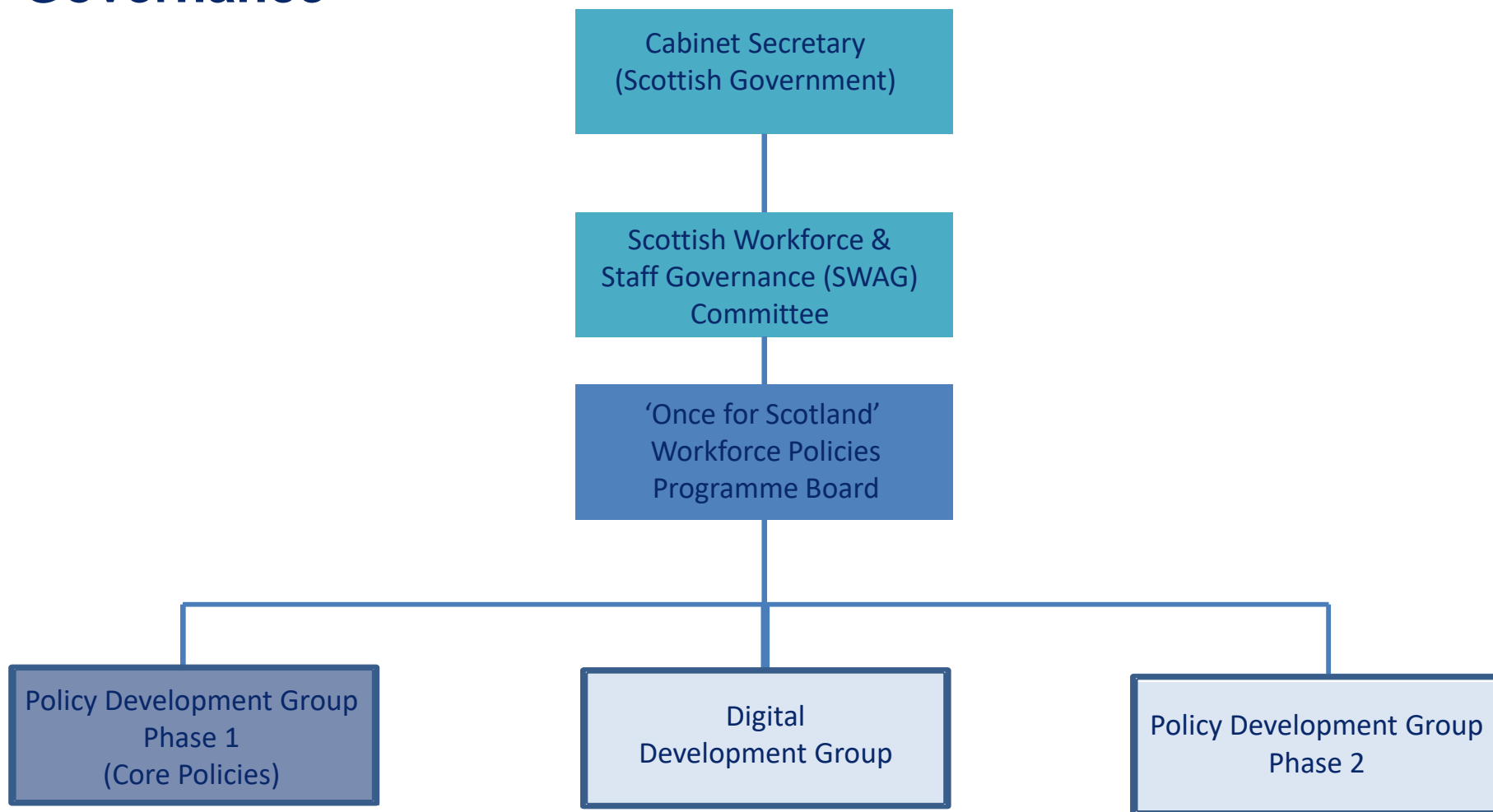
Our Vision



‘Once for Scotland’ Workforce policies will promote NHSScotland as a modern, exemplar employer; showcasing our core values, and promoting consistent employment policy and practice that supports the implementation of the Staff Governance Standard and effective recruitment and retention



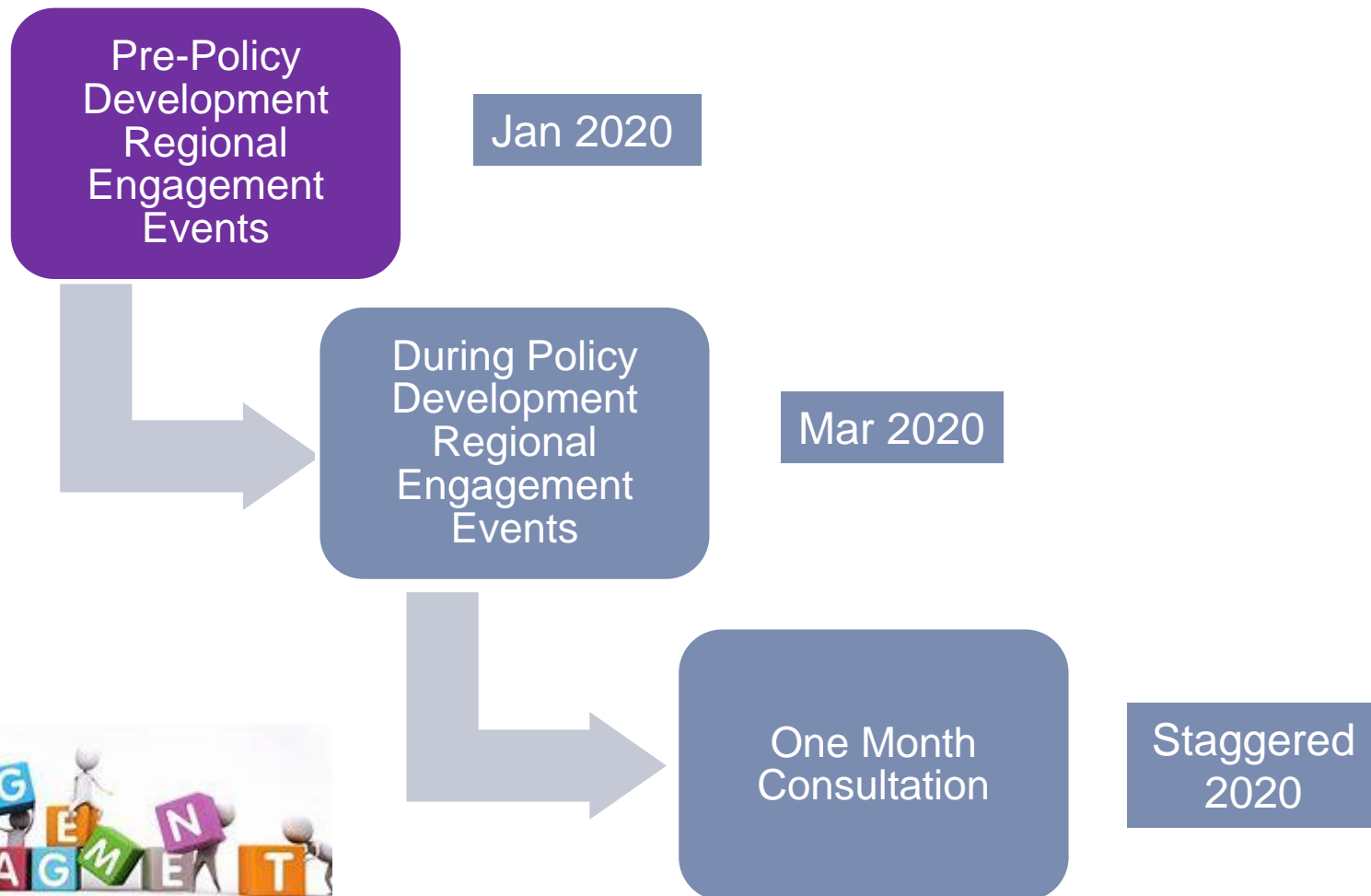
Governance



A 'Once for Scotland' approach

- Produce **accessible, simplified** and **person-centred** workforce policies **consistently** used across NHSScotland, underpinning the Staff Governance Standard that staff are treated **fairly and consistently**
- Refreshed workforce policies and associated supporting documents **set the standard** for employment practice **all our Boards follow**
- Policies are developed and reviewed more **quickly and efficiently**, with **accountability** for delivery **shared** between employers, trade unions and professional organisations and the Scottish Government
- Policies are **developed nationally in partnership** with NHSScotland employers, trade unions and the Scottish Government
- Policy **refresh** and **not re-negotiation**

Engagement Process



Key Themes: Phase 1 Engagement Events

- Language
 - Clear Definitions
 - Plain English
 - Terminology
- Ease of Use
 - Flowcharts
 - Accessibility
 - Alternate formats
- Person Centred
 - Timescales/ Touchpoints
 - Support
 - Feedback
- Underpinning Principles
 - Impartiality
 - Culture
- Learning Organisation
 - Trained Contacts
 - Education/ Awareness Raising
 - Lessons Learned/ Continuous Improvement



Where are we now?

Phase 1 Core Policies	Phase 2 Remaining PIN Policies
<ul style="list-style-type: none"> • Attendance • Bullying & Harassment • Capability • Conduct • Grievance • Workforce Policies Investigation Process • Whistleblowing* 	<ul style="list-style-type: none"> • Embracing Equality, Diversity & Human Rights • Gender-Based Violence • Managing Health at Work** • Personal Development Planning & Review • Redeployment • Safer Pre & Post Employment Checks • Secondment • Supporting the Work-Life Balance • Use of Fixed Term Contracts • Facilities Arrangements for Trade Unions & Professional Organisations

* Initially included in Phase 1 and formed part of the pre-policy development engagement events. The Scottish Public Services Ombudsman (SPSO) consulted upon the Whistleblowing Standards. The new Whistleblowing Policy will be based upon these Standards and will come into force, when the INWO role goes live in summer 2020.

** Attendance component of the current Managing Health at Work policy addressed in Phase 1.

Digital Demonstration

The digital solution

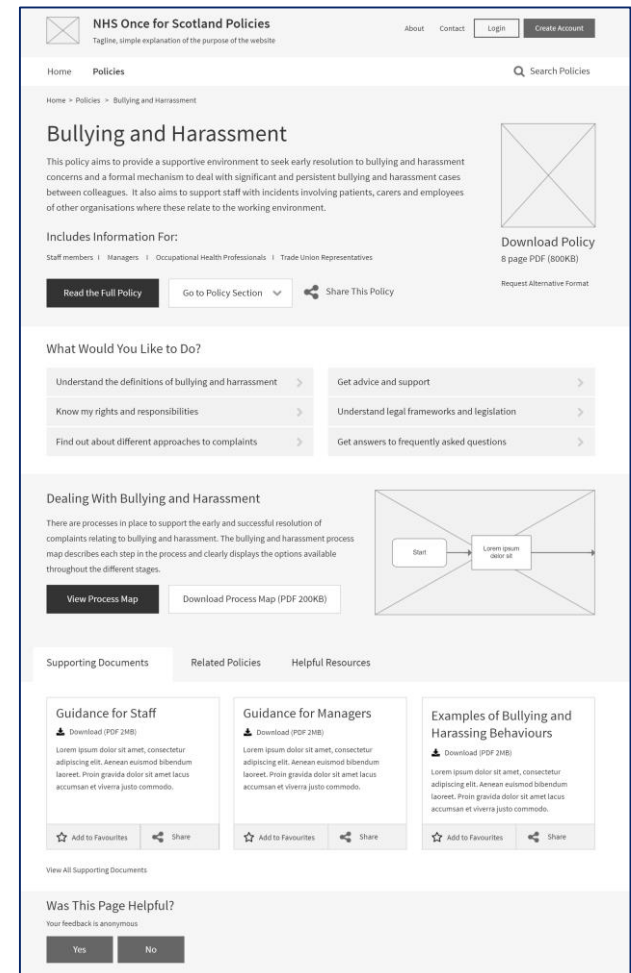
The journey so far

In the beginning there was nothing except the road ahead



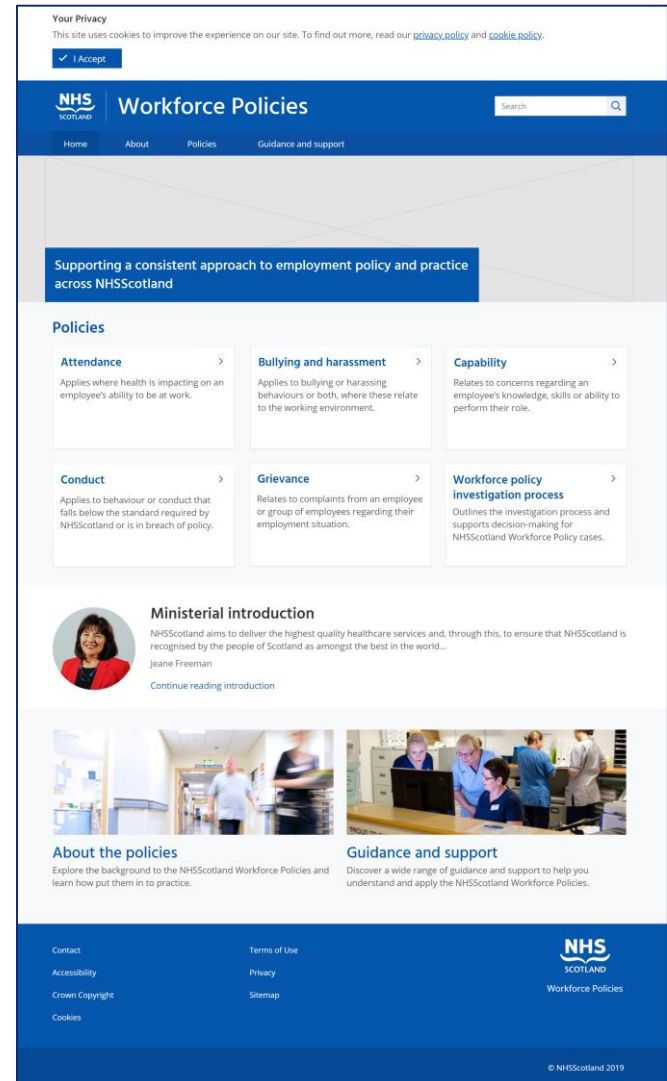
First steps

- workshopped user needs and goals with representatives from:
 - HR
 - trade unions
 - Scottish Government
 - Staff
- brainstormed user personas
- engagement events
- wireframed initial policy overview page based on workshop outcomes



Prototype development and testing

- prototype of the website created
- usability study planned around key scenarios
- study carried out with users from different roles and NHS Boards
- prototype iterated



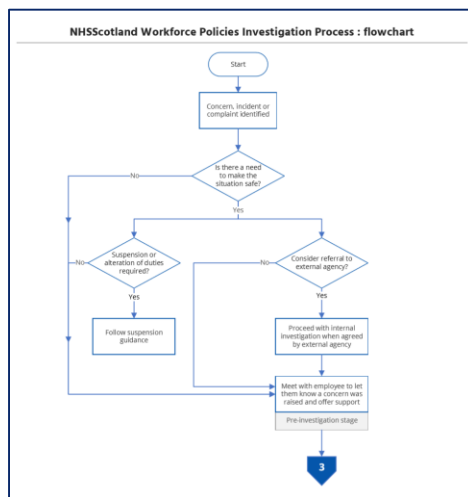
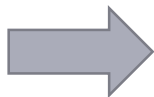
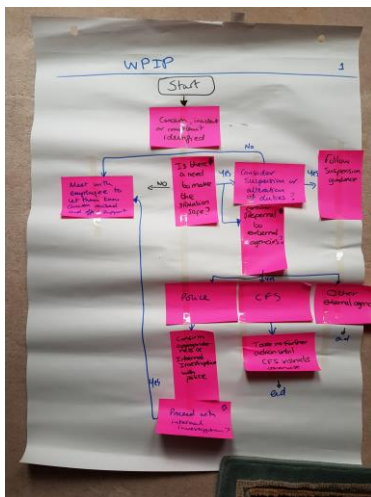
‘Once for Scotland’ content

- adopted a simplified and consistent structure to policy content
- applied best practice for digital content across the website
- developed a content style guide which will inform the approach to phase 2 policies



Flowcharts

- developed collaboratively by the Policy Development Group and the Digital Development Group
- extensive research carried out with visually impaired users to develop a **meaningful** text alternative to the visual flowcharts



Integration

What we are trying to achieve:

- local users understand where they are, where they are going and how to get back
- contact made with all NHS Boards in Scotland about integrating with the website

Communication is key!



**Accessible at any time,
at any location, on any device**

Soft launch

- access given to NHS Board HR and other relevant departments along with Trade Unions
- further usability studies undertaken

NHS SCOTLAND | Workforce Policies

Home | About | Policies | Supporting documents

Search

Simple, standardised and person-centred policies
Developed nationally in partnership with: NHSScotland employers, trade unions and the Scottish Government, these policies and associated supporting documents set the standard for employment practice all our Boards follow.

Principles and values
Learn about the principles and values that make sure employees and workers are treated fairly and consistently at work.

Employee support
View the advice and support available to help anyone involved in workforce policy processes.

Roles and responsibilities
Find out about the roles and responsibilities of the people using our workforce policies across the NHS in Scotland.

About the 'Once for Scotland' approach
The key principle of this new approach means the NHSScotland Workforce Policies be will be used on a Scotland-wide basis and delivered in a consistent way.

Message from the Cabinet Secretary
Representing best practice in employment policy, the NHSScotland Workforce Policies help support our aim to deliver the highest quality healthcare services.
Jeane Freeman

Policies
These policies outline our core values and provide clear guidance on process and procedure.

Attendance > | Bullying and Harassment > | Capability >

Conduct > | Grievance > | Workforce Policies Investigation Process >

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NHS SCOTLAND

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Always iterative

Initial wireframe

Prototype

Live website

Phase 2 Usability studies

We need you!



We need volunteers to participate in the studies!

Throughout Phase 2 of Policy Development, further usability studies will be carried out. It takes no more than 1 hour of your time and we can come to you.

Come and see us at the breaks or at lunch time



Or drop us an email:

colin.sanders@nes.scot.nhs.uk or cat.lawson@nes.scot.nhs.uk

Its over to you now...

Please use this opportunity to have your say