



SWAG

<p style="text-align: center;">Scottish Workforce & Staff Governance Secretariat Minute Friday 7 February 2020 Room 4ER, St Andrews House, Edinburgh</p>

Present: Caroline Cooksey, NHS Dumfries and Galloway **(VC)**
Catriona Hetherington, Scottish Government
Pauline Howie, Scottish Ambulance Service
Stephen Lea-Ross, Scottish Government
Norman Provan, Royal College of Nursing - **(Chair)**
Anne Kelly, Royal College of Nursing
Simon Watson, Unison

In attendance: Derek Grieve, Scottish Government
John Malone, Scottish Government **(Minute)**
Tom Power, NHS NES

Apologies: Anna Gilbert, Scottish Government
Sean Neill, Scottish Government
Dorothy Wright, NHS Education for Scotland

Agenda Item 1 – Welcome, introductions and apologies

1. The Chair welcomed everyone to the meeting and noted the apologies. The Chair advised that the Secretariat was quorate.

Agenda Item 2 – Minute and Summary of Action Points of meeting held on 5 December 2019 and matters arising

2. Members wished to record the following within the minutes from 5 December 2019:

- Agenda item 4 “Staff Governance Monitoring” appeared to be inaccurate. In relation to the feedback letters it was agreed by members to amend the minute to include ‘This was agreed by Scottish Government members that the feedback letters could be shared with Secretariat members’.
- Under AOB, SWAG Co-chairs received a letter from NHS NSS. It was agreed to amend the minutes to: “SWAG Secretariat members were advised that SWAG Co-chairs had received a letter from the CEO of NHS NSS asking for consideration that NSS does not complete an iMatter process for 2020 to allow them more preparation time for the 2021 exercise which will complete by March 2021. SWAG Secretariat were invited to offer their views.

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- Members expressed serious concerns that if NSS fail to run iMatter in 2020, those other Boards who have made incremental adjustments, particularly the larger geographical Boards, will feel that there has been an inconsistent approach. Boards will feel that they have not been treated fairly and given that NSS sit on the national partnership forums which oversee and champion the iMatter continuous improvement programme, this could be negatively perceived.
- The Chair confirmed that SWAG Co-chairs will respond to NSS request shortly to confirm that it would be inappropriate for NSS not to undertake the iMatter survey in 2020 and therefore decline their request.”

Outcome: SWAG Secretariat agreed to the amendment to the minute of 5 December 2019.

3. The summary of action points were agreed as an accurate record.

- Action point 1 – Staff Governance Monitoring Future Model is on-going..

Agenda Item 3 – Coronavirus

4. Derek Grieve gave an update on the Coronavirus. During the discussion the following points were raised:

- Novel Coronavirus (2019-nCoV) is a new strain of coronavirus which was first identified in Wuhan City, China. The typical symptoms of the virus include fever, a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties. Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long term conditions like diabetes, cancer and chronic lung disease. Because it is a new virus, it is unknown what the incubation period is or how it spreads from person to person.
- It was identified that certain places where people are at higher risk of getting coronavirus include: China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia and Macau.
- In order to reduce the risk of getting and spreading respiratory infections it was highlighted that everyone should: avoiding direct hand contact with your eyes, nose and mouth; avoiding contact with people that have a respiratory illness, and avoid using their personal items; maintaining good hand hygiene, including washing your hands with soap or sanitiser after coughing and sneezing

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- It was highlighted that there is currently no vaccine and no specific treatment for the virus and if anyone feels unwell then they should seek medical help as soon as possible. Within the UK there has been 566 people tested with only 3 confirmed to have contracted the virus. Within Scotland there has been 34 tests with zero confirmed cases.
- The Foreign and Commonwealth Office (FCO) advised against all travel to Hubei Province due to the ongoing coronavirus outbreak. The FCO advised against all but essential travel to the rest of mainland China. They also advised that there are approximately 30,000 British foreign nationals that have been advised to return to the UK.
- The Scottish Government's approach is guided by the Chief Medical Officer, and are continuing to monitor the situation closely and are working with the World Health Organisation and international community. It was highlighted that Dr Catherine Calderwood praised the preparations of NHS Scotland and frontline health workers in responding to the increased pressures during this global outbreak. Health boards are also exploring the ability to undertake community based testing where this is appropriate rather than require people to travel to a clinical setting.

5. The Chair gave SWAG Secretariat the opportunity to ask questions and offer feedback. The following points were raised:

- Members thanked Derek for the update. It was asked what the Health service is doing to prepare for any outbreaks. It was confirmed that the Health services are ensuring that everyone has clinical advice and the latest guidance is available to clinicians and members of the public. NHS 24 has created a dedicated advice line and are working closely with the Scottish Ambulance Service infection control section. All Health Boards are working on how to manage an influx in cases as and when.
- It was also asked what protection there is for NHS Scotland staff. It was confirmed that Health Boards are working under the 'pandemic flu plan' and they are ensuring all staff are aware of any signs of the symptoms.

Outcome: SWAG Secretariat welcomed the update.

Agenda Item 4 – National Whistleblowing Standards – Standard recording mechanisms

6. Caroline Cooksey lead a discussion on the recording of whistleblowing concerns. During the discussion the following points were raised:

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- The National Whistleblowing Standards, which will 'go live' on the same date as the role of the Independent National Whistleblowing Officer (INWO) (anticipated July 2020), will form the National Whistleblowing Policy for NHS Scotland, and will also apply to all individuals delivering services on behalf of NHSScotland.
- A requirement of the Standards is that all Stage 1 and Stage 2 concerns raised must be recorded. Currently there is only a requirement for Boards to record formal whistleblowing concerns raised (equivalent to Stage 2).
- Concerns have been raised about mechanisms to support this as well as the requirement for consistency of reporting. Following a meeting with the HRDs to discuss this DSUG was approached to discuss these requirements and to find out whether Datix could be used as a consistent recording mechanism for those to which the Standards apply.
- The DSUG concluded that as complaints are currently recorded, and the fields are broadly similar, the Datix system could probably be adapted for this purpose. They were clear, however, that this would need to be tested and would require the Boards to have the requisite models and expertise.
- Those Boards who do not currently use Datix would also need to be considered, however, the DSUG were confident that other modules for those Boards could be developed to mirror the information being recorded.
- It was proposed that to take this work forward a short-life working group be formed to consider this and submit proposals for SWAG consideration. The key areas for consideration will be as follows:
 - Easily accessible form designs
 - Stage 1 and Stage 2 coding options and pathways
 - Themes for reporting
 - Accessibility (this would need to be tightly controlled)
 - Confidentiality
 - Costs/procurement implications

7. The Chair gave SWAG Secretariat the opportunity to ask questions and offer feedback. The following points were raised:

- Members thanked Caroline for the update. It was asked why there was a need to record a person's name as this would potential be uncomfortable for the individual. It was acknowledged that the SLWG could work on scenarios and this would be highlighted to them.

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- It was asked how the information would be uploaded onto the Datix system i.e. staff member, HR or line manager. It was confirmed that the SLWG would take this forward. It was highlighted that the Datix system is to record and monitor concerns of whistleblowing and Health Boards would expect individuals to raise any concerns through the Boards whistleblowing policy.
- It was questioned whether the final sign off decision is for SWAG to make or for the Scottish Partnership Forum (SPF). It was agreed that SPF should make this decision. Future updates at SWAG would be welcomed.

Outcome: SWAG Secretariat recommend that the Scottish Partnership Forum make the final decision.

Agenda Item 5 – Digital Developments and Workforce Implications

8. Tom Power gave a presentation on the Digital Developments and Workforce Implications. During the discussion the following points were raised:

- NHS Education for Scotland is one of the lead organisations responsible for 2 of Scotland's Digital Health & Care Strategy: Workforce Capability & National Digital Platform. NES are working together with other partner organisations from the public, third and independent sectors, plus third party suppliers where appropriate, to put in place a clear approach to:
 - developing a modern workforce.
 - developing new ways of working in a digital era with digital at the heart of health & social care practice.
 - being able to have easy access and use of up-to-date information at the point of care in a secure and timely fashion.
- NES's aim to the strategy is to empower citizens and staff to have digital access to services and information, to have the ability to self-manage health and wellbeing, to be assured about security and the use of data, to have the option of mobile working, to promote high quality user experience, to allow for single log-on's and to be convenient, personalised and easy to use.
- NES contribution to the strategy will include:
 - Delivering a Scottish Health and Social Care 'national digital platform' through which relevant real-time data and information from health and social care records, the tools and services they use are available to those who need it wherever they are, in a secure and safe way.

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- Delivering the Turas Platform, a cloud-based resource and apps available to no access cost to public sector bodies in Scotland that will enable individuals and organisations to carry out a range of key activities at different stages of the employment journey. Providing leadership for Office365 roll out across NHS Scotland.
- Working with Scottish Social Services Council, Local Government Digital Office, Scottish Council for Voluntary Organisations, and the Digital Health and Care Institute to develop an approach to building workforce capability and capacity.
- The Digital Health and Care strategy presents 11 priorities in respect of which workforce development approaches need to be developed. These can be themed as either leadership, culture and / or skills related. Importantly, they do not sit in isolation.
 - Leadership is directly linked to and influenced by the national direction and leadership that the Digital Health & Care strategic portfolio board will provide.
 - Culture impacts on and is shaped by Service transformation, including digitally led service redesign.
 - Skills have a direct bearing on our ability to shape and adopt a national digital platform for clinical and other information sharing and app development that will support more integrated and person centred approaches.
- Following a stakeholder engagement event in October 2019, 4 x Workforce development stacks were identified – Leadership, Tech Workforce, Wider Workforce and Future Workforce:
 - **Leadership capability** – For both leaders needing to develop confidence in digital and digital experts needing to hone their leadership skills: essential for addressing barriers.
 - **Digital Specialists** – Many skilled individuals in the system already, who will need to use a broader range of tools than previously and be skilled to do so. Cloud and MS Azure / Agile Development.
 - **Wider Workforce** – Will need to continue to upskill those involved in delivery of care services, as well as re-skilling some whose roles will change as technology becomes more ubiquitous. Including growing tech Workforce by developing coders.

- **Future Workforce** – Workforce planning will need to shape engagement with HEIs, FEIs and others to develop standards, curricula and education approaches and attract and retain skilled individuals.

9. The Chair gave SWAG Secretariat the opportunity to ask questions and offer feedback. The following points were raised:

- Members thanked Tom for the presentation. It was asked following the stakeholders event, how the programme of work would be split with colleagues. It was confirmed that the goal is to engage with leaders first however, support is welcome from staff from local and national regions. Work is underway for the replacement of NHS Mail which will change to office365.

Outcome: SWAG Secretariat welcomed the update and look forward for Tom returning to provide another update.

Action: Invite Tom to provide an update in 6 months.

Agenda Item 6 – ‘review of SWAG Committee meeting of 7 February 2020

10. Members agreed that the meeting had been positive with good discussion and feedback with Members airing their views & actions were taken forward. It was acknowledged that the work undertaken for Staff Experience is progressing in the right direction of travel. The presentation on the INWO was helpful in understand the new role and it was acknowledged by members that there will be challenging times ahead especially following implementation. The presentation on Race Equality Action Plan was welcomed and it would be for staff side to become involved going forward. Once for Scotland is progressing well however it was highlighted that the timetable for completion cannot be derailed. It was suggested that SWAG Secretariat should contact Debbie Livingston, who was to provide a presentation on Honours, to apologies that the Committee meeting overran which meant this presentation could not proceed.

Agenda Item 7 – Set Agenda for SWAG Secretariat on 16 March 2020

11. The following items were agreed for the SWAG Secretariat meeting on 7 February 2020:

- Staff Experience update
- Once for Scotland
- National Whistleblowing Recording mechanism
- Agenda setting for SWAG Secretariat meeting on 11 May 2020



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Agenda Item 8 - AOB

No other business matter arose.

Date of Next Meeting

SWAG Committee – 19 June 2020 Room 4ER, St Andrews House, Edinburgh (11:00 – 13:00).

SWAG Secretariat – 16 March 2020, Conference Room A, St Andrews House, Edinburgh (14:00 – 16.00).