



Scottish Workforce & Staff Governance Committee  
Friday 19 June 2020  
MS Teams – Video conference  
Minute

Present:

<b>Name</b>	<b>Organisation</b>
Jane Anderson	Unison
Tracey Ashworth-Davies	NHS Education for Scotland
Jane Christie-Flight <b>(on behalf of Ian Cant)</b>	Employee Director Group
Julie Collins	Chartered Society of Physiotherapy
Caroline Cooksey	NHS Dumfries and Galloway
Emma Curren	Royal College of Midwives
Joyce Davison	BMA
Anna Gilbert – <b>(Chair)</b>	Scottish Government
Heather Gilfillan	Unite
Donald Harvey	BMA
Pauline Howie	Scottish Ambulance Service
Gordon Jamieson	NHS Western Isles
Scott Keir	British Dietetic Association
Steven Lindsay	Unite
Kathryn McDermott	Unison
Caroline McDowall	College of Podiatry
Bob McGlashan	Royal College of Nursing
Gordon McKay	Unison
Robin McNaught	The State Hospitals Board for Scotland
Norman Provan	Royal College of Nursing
Susan Robertson	Unite
Susan Stewart <b>(on behalf of Diane Murray)</b>	Scottish Government
Yvonne Stewart	Society and College of Radiographers
Linda Walker	GMB
Tom Wilson	Royal College of Nursing

In attendance:

<b>Name</b>	<b>Organisation</b>
Dave Caesar	Scottish Government
Andrew Fleming	Scottish Government
Catriona Hetherington	Scottish Government
John Malone – <b>(Secretariat)</b>	Scottish Government



Liz Reilly	Scottish Government
Suzanne Thomas	Scottish Government

Apologies have been received from:

<u>Name</u>	<u>Organisation</u>
Ian Cant	Employee Director Group
Willie Duffy	Unison
Jacqui Jones	NHS National Service Scotland
Stephen Lea-Ross	Scottish Government
Sam Mullin	GMB
Claire Ronald	Chartered Society of Physiotherapy
Lorna Sim	Unison
Laura Zeballos	Scottish Government

### Agenda Item 1 – Welcome, introductions and apologies

1. The Chair welcomed everyone to the meeting. Members were informed of the list of apologies (noted above) and that the meeting was quorate.

### Agenda Item 2 – Minute and Action Points from the meeting held on 7 February 2020

2. The minutes were agreed as an accurate reflection of the meeting and it was agreed that one action point was ongoing (Honours to return to a future meeting).

### Agenda Item 3 – Mobilisation

3. Andrew Fleming was invited to provide members with an update on mobilisation due to Coronavirus (COVID-19). During the update, the following items were covered:

- The Scottish Government wrote to all Health Boards on 14 May 2020 asking to provide details of each boards mobilisation plans. Details have been received and Scottish Government officials are looking to sign them off by 4 July following the Cabinet Secretary’s consent.
- The Re-mobilise, Recover, Re-design framework for NHS Scotland was published on 31 May 2020. Within the framework it highlights that there are three core tasks over a period of 100 days. They are:
  - Moving to deliver as many of its normal services as possible, as safely as possible;
  - Ensuring we have the capacity that is necessary to deal with the continuing presence of COVID-19;
  - Preparing the health and care services for the winter season, including replenishing stockpiles and readying services.



- The principles outlined in the framework serve as a blueprint for how our Health Boards' will take forward their plans in stages. Each Board, including national boards, is required to submit a first stage plan by the end of July. These plans will be constructed with local partners and government will take advice from our clinical, scientific and health and social care delivery partners on what services to safely resume and by when.
- The Cabinet Secretary asked that a working group be established to discuss in partnership, how the re-mobilisation will be taken forward. The first meeting is scheduled to take place on 29 June.

4. The Chair gave SWAG Committee members the opportunity to ask questions and offer feedback. During the discussion the following points were covered.

- It was highlighted that the re-mobilisation group are meeting on Mondays however, doctors cannot attend due to clinical commitments on Mondays. It was asked if these meetings could be re-scheduled to another day in the week. It was confirmed that this would be feedback to the Cabinet Secretary.
- It was raised by members that discussions within the re-mobilisation group should also consider specific factors that affect NHS Scotland staff, for example school reopening plans, transportation plans etc. It was acknowledged that Scottish Government is keen to announce messages to the public however, during COVID-19 messages can be complex and a cautious approach needs to be taken.

**Outcome:** SWAG Committee members thanked Andrew for the update.

#### Agenda Item 4 – Wellbeing hub

5. Dave Caesar was invited to provide an update on the wellbeing hub. The following items were covered:

- Launched on 11 May 2020 was a new national digital wellbeing hub that enables staff, carers, volunteers and their families to access relevant support when they need it, and provides a range of self-care and wellbeing resources designed to aid resilience as the whole workforce responds to the impact of coronavirus (COVID-19).
- The hub is the first of its kind in the UK and its content has been created by trauma and other specialists in Scotland. Its launch follows the £3.8 million extra funding announced in March to increase the capacity of NHS 24's mental health helpline services and expand digital therapies.



- Specifically tailored to support the challenges being faced by everyone in health and social care, the hub will provide advice on self-care and personal resilience to help users to recognise their own 'warning signs'. Since going live on 11 May, there has been over 4000 modules completed. Data shows that a lot of sectors have completed the modules.
- The Workforce Wellbeing Champion Network was established in June and brings together NHS boards, Health and Social Care Partnerships, local authorities and Scottish Social Services Council to promote the psychological wellbeing of health and social care staff across Scotland. It provides a forum to collect insight and identify the needs of the workforce which is then fed into the Scottish Government, and to share good practice across organisations.

6. The Chair gave SWAG Committee members the opportunity to ask questions and offer feedback. During the discussion the following points were covered.

- Members welcomed the work undertaken for NHS Scotland staff during COVID-19. It was asked if there are plans to evaluate the modules as staff might have psychological impact. It was highlighted that this may be considered.
- It was highlighted that the wellbeing hub is great for staff to be signposted for help and support during this period. It was raised that during conversations within the Ministerial Short Life Working Group on Culture, health and social care staff are feeling supported by their managers and health boards.

**Outcome:** SWAG Committee members welcomed the update and would welcome future updates.

### Agenda Item 5 – Staff Experience Measures for 2020/21

7. A paper was circulated prior to the meeting and Liz Reilly was invited to provide an update on Staff Experience Measures for 2020/21. The following items were covered:

- On the 17 March 2020 a letter was issued from Liz Reilly to all health boards informing them that the iMatter programme for 2020/21 would be pausing during COVID-19.
- To measure Staff experience for 2020/21 it is felt that there are two options, either to hold a staff survey or not. A lot of questions have been raised regarding this in particular if there is to be a survey undertaken during 2020/21 should it be the full iMatter questionnaire or should there be a pulse survey focussing on the Covid period instead.



- If it is agreed that there is no staff survey for 2020/21, this may be viewed positively as it would be a reduction of workload for already stretched staff. On the other hand, it was felt that it was essential to measure experience over during unprecedented times and having a staff survey would provide staff with an opportunity to express their views of their experience during Covid.
- It was felt that the benefits of a full iMatter survey this year would be that it would provide consistency by covering all stakeholders; allow comparison to previous and future iMatter surveys; with the opportunity for inclusion of an open question which would give staff a voice to express experiences relating to the COVID-19 period.
- It was felt that the benefits of a pulse survey for this year would be that it could cover the majority of stakeholders requirements; it would be quicker for staff to complete; it would be focussed and include the most relevant topics for staff during the pandemic. It was recommended that the pulse survey would be the best option to evaluate staff experience for 2020/2, given the current situation with Covid 19.
- It was also proposed that the survey include open questions and core demographics. Also there would be no requirement for an Employee Engagement Index score. Consideration was given to whether there should be a full process i.e. team level reporting, actions plans etc. However, it was recommended that there is national/Board/Directorate level only reports produced given that many staff had moved into different teams during this time.
- It was felt that the National Staff Experience Report for 2020 should focus on the impact of COVID-19 period on staff wellbeing and legacy and learning for the future. The content of the report should include response rate with no threshold, analysis of verbatim comments and stories included to illustrate lived experience. An action plan could be for Board/Directorate level, linked to wider local work and reviewed through staff governance monitoring. It was suggested that the online pulse survey could commence early September however, discussions are ongoing.

8. The Chair gave SWAG Committee members the opportunity to ask questions and offer feedback. During the discussion the following points were covered.

- Members thanked Liz for the overview. It was suggested that no decision should be made at SWAG Secretariat and that this should be a decision for full Committee. It was highlighted to members that the presentation was to gauge members thoughts and to inform a working group scheduled to take place on 22 June to discuss, in partnership, the best route for staff experience 2020/21.
- Some members felt that the annual iMatter survey for this year should be paused, given the current environment with COVID-19. It was questioned what the length of



time it would take for the suggested pulse survey results to be available. It was confirmed that it would depend on the start date of the survey however, results would be produced quickly if no paper copies were involved.

- It was agreed that Staff Experience 2020/21 should return to SWAG Committee in July for further discussion and consideration. This would allow the working group to have taken place. Members agreed that this was appropriate.

**Outcome:** SWAG Committee members welcomed the update and look forward to this item returning to Committee in July.

**Action:** John Malone to arrange additional SWAG Committee meeting in July 2020.

### Agenda Item 6 – Pausing of Work and Flash Reports

9. Anna Gilbert provided an update on the pausing of work and published flash reports. The following items were covered:

- The Scottish Government wrote to all Health Boards on 30 March 2020 highlighting there will be a pausing of work programmes during COVID-19. This included the following programmes of work:
  - The introduction of the Independent National Whistleblowing Officer (INWO) role and the Whistleblowing Standards
  - The Annual Staff Governance Monitoring for 2019/20
  - The National Once for Scotland 'Workforce Policies' programme (OFS)
  - iMatter
  - Distinction awards and discretionary points scheme
- The Scottish Government is considering how this work should recommence. Discussions with the Scottish Public Service Ombudsman have taken place regarding the INWO. The programme board for the OFS Workforce Policies is likely to recommence at the end of summer. The other programme of work is at the early stage of discussions.
- In order to keep NHS Scotland staff and managers up to date with discussions between SWAG, SPF, ED, STAC and MSG, Scottish Government has created flash reports, highlighted agenda items during COVID-19 period. The reports have been published on the Staff Governance website  
<https://www.staffgovernance.scot.nhs.uk/coronavirus-covid-19/partnership-statement-and-flash-reports/>

10. The Chair gave SWAG Committee members the opportunity to ask questions and offer feedback. During the discussion the following points were covered.



- Members thanked Anna for the update. Members felt it was the right decision to pause the working programmes during COVID-19 period. The flash reports are welcomed as these allow information to be circulated quickly and suggest that the production of flash reports should continue.
- It was highlighted that the recommencement of the programmes of work should be mindful of winter pressures. Also, there could be a second wave of COVID-19 and if there is it was suggested that another pausing of work should be considered.

**Outcome:** SWAG Committee members welcomed the update

### Agenda Item 7 - AOB

11. It was highlighted that Simon Watson from Unison has moved to another area within Unison and members thanked Simon for his contributions to SWAG Committee and Secretariat. Gordon McKay has taken over Simon's seat at SWAG Secretariat.

12. It was also highlighted that Anne Thomson has now retired from the Royal College of Nursing. Members thanked Anne for her contributions to SWAG Committee and Secretariat. Bob McGlashan has taken over Anne's seat at SWAG Secretariat. Members welcomed Bob.

### Date of Next Meeting

The next SWAG Committee meeting will be held on 16 July 2020 by MS Teams from 15:00 to 16:00.