



**SWAG**

**Scottish Workforce & Staff Governance Secretariat Minute  
Thursday 18 November 2021  
MS Teams**

**Present:** Victoria Bowman –Scottish Government  
Caroline Cooksey – NHS Dumfries and Galloway  
Pauline Howie – Scottish Ambulance Service -  
Steven Lindsay – Unite the Union  
Jennifer Martin Nye – Scottish Government  
Norman Provan – Royal College of Nursing (**Chair**)

**In attendance:** Victoria Freeland - Scottish Government  
Catriona Hetherington – Scottish Government  
John Malone – Scottish Government (**Minutes**)  
Lorraine Stronach – Scottish Government  
Liz Reilly - Scottish Government  
James Vasey - Scottish Government

**Apologies:** Tracey Ashworth-Davies – NHS Education for Scotland  
Anna Gilbert – Scottish Government  
Gordon McKay – Unison

**Agenda Item 1 – Welcome, Introductions, Minutes and Summary of Action  
Points of meeting held on 28 September 2021.**

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

The minute of the meeting and summary of action points were agreed as an accurate record and there was one action point that is on-going: Wellbeing update to be added to next SWAG Committee agenda in January 2022.

Under matters arising it was agreed that the Co-Chairs would all receive a copy of the chairs brief prior to future meetings. This will ensure if another Co-chair needs to take over the meeting that they are fully briefed.

It was also highlighted that it would be extremely helpful for presenters slides to be circulated to members prior to the meetings. Allowing members to views slides in advance would increase the quality of feedback as members would have the opportunity to consider views and share (if relevant) with those they represent.

**Outcome:** SWAG Secretariat agreed minutes and action points as accurate. Future presentations will be circulated to SWAG members prior to the meeting.

## **Agenda Item 2 – Staff Governance Monitoring**

Catriona Hetherington provided an update following the SWAG Committee discussion on Staff Governance Monitoring:

- During SWAG Committee meeting, members were asked to note the emerging themes and to offer views and determine the best approach for Scottish Government feedback to boards.
- No final decision was reached on the approach to Scottish Government feedback.
- SWAG Secretariat members were asked to agree the best way forward.

The Chair gave members the opportunity to ask questions and offer feedback. During the discussion the following points were raised:

- Members decided that the best way forward was for Scottish Government to issue formal brief responses to each Health Board with a list of bullet points and not the usual lengthy letter. The response will have key outcomes and will focus on any gaps or best practice undertaken by the Board. The letters will also ask if they wish to have a feedback meeting and it will be up to the Boards and Scottish Government to agree who should attend if a feedback meeting is requested.
- Members also were in agreement that staff governance monitoring should not be paused for 2021-22 but would undertake a more streamlined approach.

**Outcome:** SWAG Secretariat agreed the best way forward and not to pause the work.

## **Agenda Item 3 – iMatter**

Liz Reilly provided an update on iMatter. Key updates included:

- The iMatter questionnaire stage has now closed with a response rate of 56% (108,166 staff completed the survey). The questionnaire consisted of 29 questions which is the same number as in 2019.
- The 60% threshold for reports to be issued has been suspended for iMatter 2021. All Board will receive an iMatter 2021 report. In order to keep the reports within small teams of 4 or less anonymous, the response rate for team reports to be published remains at 100%. The Action Plan completion is set at 8 weeks (reduced from 12 weeks).
- Given the immense pressure on Health and Social care as a result of the COVID-19 pandemic, staff have not been invited to submit Team Stories for this year.
- Public Health Scotland is a new organisation bringing together the work of Health Protection Scotland, Information Services Division and NHS Health Scotland and therefore comparisons to NHS Health Scotland results from previous years are not applicable to make.

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- The volume of paper surveys issued continues to reduce each year. Paper responses rate fell from 37% in 2019 to 20% in 2021.
- The Health and Social care EEI score is 75. This is down 1 point from 2019 and is the same level as 2017. The overall experience means score has declined by 0.1 from 2019 and is now the same level as seen in 2018 to 6.8.
- The next stages will be for Scottish Government officials to brief the Cabinet Secretary then, following feedback, we will issue a letter to NHS Scotland senior leaders with an embargoed National Report prior to the report being published. The National Report is likely to be published mid-January 2022.
- The distribution schedule was shared prior to the meeting with set dates for iMatter 2022. Feedback on the schedule from SWAG Secretariat members was welcomed.

The Chair gave members the opportunity to ask questions and offer feedback. During the discussion the following points were raised:

- Members welcomed the update and the proposed dates for publication of the 2021 National report. Members also welcomed the distribution schedule for 2022 and agreed for it to be presented to SWAG Committee for final agreement in January 2022.
- It was highlighted by members that there is a high level of responses from staff which was encouraging.

**Outcome:** SWAG Secretariat agreed to the dates working towards for publication and agreed to the distribution schedule.

### **Agenda Item 4 – Review of SWAG Committee on 18 November 2021**

Members discussed the agenda items presented to Committee on 18 November and agreed the action points.

- **Winter Overview**
- **International Recruitment**
- **Infection, Prevention & Control – Workforce**
- **Staff Governance Monitoring**

### **Agenda Item 5 – AOB**

It was agreed by members to cancel the next secretariat meeting that is scheduled to take place on 6 December. This was due to the close proximity to this meeting and that there was no pressing issues within the remit of SWAG that need to be discussed in partnership.

**Outcome:** SWAG Secretariat agreed to cancel 6 December meeting.



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No further business matter arose.

**Date of Next Meeting**

SWAG Committee – 25 January 2022, MS Teams – (14.00 – 15.30)

SWAG Secretariat – 25 January 2022, MS Teams – (15.45 – 16.45)