

Scottish Workforce & Staff Governance Secretariat
Thursday 9 March 2023
14:00 – 15:00
Chairs Agenda
MS Teams

Attendance List

Confirmation of attendees at the time of writing:

Name	Organisation
Anna Gilbert	Scottish Government
Caroline Cooksey	NHS Dumfries and Galloway
Pauline Howie (Chair)	The Scottish Ambulance Service
Norman Provan	Royal College of Nursing
Steven Lindsay	Unite

In attendance:

Name	Organisation
Suzanne Thomas	Scottish Government
Alison Carmichael	Scottish Government
Niall Anderson (Secretariat)	Scottish Government

Apologies from:

Name	Organisation
Tracey Ashworth-Davies	NHS Education for Scotland
Catherine McMeeken	Scottish Government
Sara Eccles	Scottish Government

Meeting: SWAG Secretariat
Location: MS Teams

Date/Time: 9 March 2023
Chair: Pauline Howie

Item 1 : Welcome, Agenda and Minutes

- Apologies were noted by Cat McMeeken, Sara Eccles, and Tracey Ashworth-Davies.
- The following actions from the meeting were marked as complete:

27092022(1)	Schedule in-person meeting for spring/summer 2023
27092022(5)	Draft escalation process for the interpretation of Once for Scotland policy and circulate to SWAG committee/secretariat
27092022(2)	Share membership with SWAG co-chairs for them to review names and current allocation of seats
06122023 (1)	Establish a partnership subgroup working from SWAG, which is focussed on the development of EPP roles.
06122022 (2)	iMatter team to make changes to the iMatter 2023 survey: Removal of 'Reports Issued' KPI; Exploration of replacement KPI; Removal of 'Experience of Change' Question
27092022(4)	NHS Employer representatives to meet to discuss succession planning

- Caroline Cooksey and Pauline Howie's have shared plans for retirement. Their action on succession planning will be closed, with a new action for the NHS Employer Co-chair to nominate appropriate representative to the forum.
- The list of Staffside representatives at SWAG is out of date. A new list is being agreed, and will be shared with Scottish Government, including nominees for staffside seats, and ascribed deputies.

Agenda Item 2 : iMatter – Suzanne Thomas

- Outlined Doctors and Dentists in Training (DDiT) survey process.
- Comparisons between DDiT, iMatter all responses, and Medical and Dental cohort responses, show lower staff experience for DDiT.
- Caveat over comparisons with iMatter reports noting different question sets.
- Response rates for DDiT differ, although trend shows fewer responses this year.
- Small changes to overall experience for DDiT from 20/21, which are not statistically significant.
- Action plans are low at 19%, although they have increased from 9% in 20/21.
- Analysis will be shared with operational-leads for action at a local level.
- Employee experience team will explore relationship between DDiT pulse survey interacts with full iMatter survey. DDiT do not work consistently as part of a team, which is a key point of difference with the iMatter methodology.

Comments

Directorate for Health Workforce, Pay, Practice and Partnership
Workforce Practice Unit
E: healthworkforcepartnership@gov.scot

- Should we evaluate results from other job families, as we do for DDiT?
- DDiT results are not specific to one board. Trainees will be influenced by experiences on previous placements. We will also expect a lower response rate from DDiT as there is more movement for this staff group.
- Engagement should be undertaken at a strategic level with Medical Directors [Scottish Association of NHS Medical Directors – SAMD].
- How are we using iMatter as an indicator where issues have already been identified at health boards?

Paper Copies not Printed (no presentation but paper submitted)

Comments

- A high rate of spoiled iMatter papers for physical copies. Encourage that we consider making the survey fully electronic.

Action Plan Completion Rate

- The employee experience policy team were asked to review whether there is too much pressure to complete 8 week action plans, and to revert to 12 week schedules? The team presented evidence, but did not recommend a change.
- Time management is a key factor, and adjustment may not significantly improve action plan completion.
- Concerns that staff don't have the chance to deliver action plans during summer because of leave, and short timeframes. Or that shorter timeframe will decrease numbers completing their action plans beyond the deadline as well.
- Is it the same teams completing action plans each year. Data may show that iMatter is culturally embedded in some parts of local systems but not others. Recommendation that analysis is shared with iMatter Op Leads for local review to support continuous improvement activity.

Outcome: Action plan timing will remain at 8 weeks.

Item 3 : Demographic Analysis – Alison Carmichael

- The demographic analysis of iMatter 2021 and 2022 will be available in the coming weeks. It will provide a rich source of information and evidence on the relative experiences of staff, broken down by protected characteristics.
- Full slides on demographic analysis will be shared at SWAG Committee. Our proposal is that the two year dataset will be used as a baseline to measure improvement or decline of staff experience for protected groups.

Outcome: Demographic analysis will return to SWAG Committee. Demographic data will be used as a baseline for measuring future results for staff with protected characteristics.

Item 4 : iMatter 'Raising Concerns' Workshop – Suzanne Thomas

- Workshop was undertaken with key stakeholders including INWO, iMatter Op-lead, whistleblowing champions and tri-partite representation.
- Two final questions were issued and shared with members.
- HR Directors support the proposed wording of the two questions

Outcome: The 'Raising Concerns' questions shared with the group will be included within the 2022/23 iMatter survey

Agenda Item 5 : Any Other Business

Members did not raise any items under AOB

Actions

09032023(1) NHS Employer Co-chair to nominate and agree appropriate membership at the forum.

09032023(2) iMatter Demographic analysis to be shared with SWAG Committee, and to be discussed at the next meeting [April 25].