

Core brief

Daily update

(22 January 2024, 4.20pm)

Topics in this Core Brief:

- Update from the Area Partnership Forum

Remember, for all your latest news stories, visit our new Staffnet Hub:
[GGC-Staffnet Hub - Home \(sharepoint.com\)](#)

Update from the Area Partnership Forum

The Area Partnership Forum (APF) provides staff, through their Trade Unions and professional organisations, with a forum to engage formally with NHSGGC as an employer. This ensures that staff views can be raised and can influence the work of our Health Board. This is a key way in which the voice of our staff influences the way we work.

The APF operates jointly with senior leader representation from NHSGGC and staff side representatives from our recognised Trade Unions and professional organisations, who, work in partnership to the benefit of our staff and patients.

The APF is jointly chaired by the Employee Director, Ann Cameron-Burns and the Director of Human Resources and Organisational Development, Anne MacPherson.

The most recent Area Partnership Forum Workforce meeting took place on 17 January 2024. A number of important matters were discussed at the Forum and the following is an overview for staff.

Health & Social Care (Staffing) (Scotland) Act 2019

Helena Jackson, Head of Health and Care (Staffing) (Scotland) Act 2019 (HCSSA) Programme, provided an update on the Board's programme of work to prepare for enactment. The Act aims to enable high quality care and improved outcomes for people using services in both health and care by helping to ensure appropriate staffing. The Act places duties on health boards, care service providers, Healthcare

Improvement Scotland, the Care Inspectorate and Scottish Ministers. Along with the Acts' duties, a few of the guiding principles of this legislation are:

- Improving standards and outcomes for patients/service users
- Ensuring wellbeing of staff and being open with staff and patients/service users about decisions on staffing
- Make the best use of available individuals, facilities and resources.

These principles reflect and aid NHSGGC's ambition, values and four aims, to drive improvements and quality, making the patients and service users the core of everything we do, by ensuring our workforce, who as our most important asset, are at the heart of making our staffing models safe to provide excellence in care and quality for our patients and service users.

Our project team is working in partnership and with the Scottish Government, Health Improvement Scotland and Care Inspectorate to translate the provisions in the Act for the professions and services named across NHSGGC into activities required for implementation to ensure compliance. Implementation will be ongoing during 2024-25, as we develop, share refinements and updates to processes and ways of working. This will include a communications campaign to bring the Act to all those it involves, in a meaningful way, using both national resources and bringing this into NHSGGC based communications and engagement.

The Board will be reporting on its compliancy with the Act in early May 2025, which will be required to be published.

iMatter 2023 Results

Liam Spence, Head of Staff Experience, provided an update on iMatter. Liam reflected that there had been improvement in our iMatter scores in 2023, with an improved Employee Engagement Score (up from 75 to 76), an improved response rate (up from 52% to 54%) and an improved number of action plans completed within eight weeks (up from 49% to 55%).

Liam reflected that whilst we are making good progress there is still more we can do to demonstrate to staff how we are using their feedback to develop better workplaces for all. Examples provided included the [Internal Communications and Employee Engagement Strategy](#), the new [Staff Health Strategy](#) and the [Speak up! resources](#), all developed using staff input and feedback. The APF appreciated everyone who had completed their iMatter and action plans.

Staffing Storyboard

Craig Rennie, Workforce Planning and Information Manager, provided the APF with an update on our staff KPIs across NHSGGC, including sickness absence, statutory/mandatory training and turnover.

Craig highlighted that while sickness absence remains above target, it is lower than the same time last year. It was recognised that there is significant focus from Human Resources, and local teams across NHSGGC, to support staff back to work. The report also highlighted the additionality of our successful NQP and International Recruitment Programme.

Similar storyboards are either in place or being developed for local services to help identify areas for improvement across the organisation.

The infographic is titled "Getting the right care this winter is as easy as ABC" and features the NHS Greater Glasgow and Clyde logo. It is divided into three columns: 'A' (Ask yourself), 'B' (Be aware), and 'C' (Call 111). Each column contains specific advice for winter care. At the bottom, it states "Unless it's an emergency think ABC before visiting A&E." and provides the website "www.nhsggc.scot/rcrp" along with a QR code.

Getting the right care this winter is as easy as ABC

A
Ask yourself
Do I need to go out?
For information on treating minor illnesses and injuries from home, go to **NHS inform** or download the **NHS 24 App**.

B
Be aware
There is help on your doorstep.
Your local **GP, pharmacy** or **optician** offer a range of services.

C
Call 111
If it's urgent, or you're unsure, call **NHS 24** on **111**.
They'll get you the care you need.

Unless it's an emergency think ABC before visiting A&E.
For more information: www.nhsggc.scot/rcrp

Staff are reminded to make sure their [personal contact details are up to date on eESS](#).

It is important to share Core Brief with colleagues who do not have access to a computer.
A full archive of printable PDFs are available on [website](#)