

Meeting:	NHS Grampian Board Meeting
Meeting date:	2 December 2021
Item Number:	9.3
Title:	Engagement and Participation Committee Board Report
Responsible Executive/Non-Executive:	Amy Anderson
Report Author:	Stuart Humphreys

1 Purpose

This is presented to the Board for:

- Assurance

This report relates to:

- The 10 November 2021 meeting of the NHS Grampian Engagement and Participation Committee

This aligns to the following NHS Scotland quality ambitions:

- Effective
- Person Centred

2 Report summary

2.1 Situation

This report updates the NHS Grampian Board on key issues discussed at the Committee meeting on 10 November 2021, which the Committee considered would be of interest to Board members.

2.2 Background

The Board receives an update paper following each (quarterly) meeting of the Engagement and Participation Committee. These papers are to provide oversight of some of the key areas of discussion at the Committee, and to provide assurance that this Committee of the Board has undertaken a formal role, on behalf of the Board, to provide assurance on the quality of engagement and participation, and equality and diversity work that is taking place across NHS Grampian.

2.3 Assessment

The Board is asked to note the following key points:

- **Progress work of the Committee**

At the Board meeting on 7 October, the Board approved a program of work to refresh the strategic intent, clarify the priorities of the Committee and its contribution to the Board's assurance of cohesive engagement and participation.

This work is beginning with a gap analysis on the nature, scope and quality of engagement and participation activity across Grampian. The aim for the Committee is to complete the gap analysis in February in order for a revised Terms of Reference to be written which is also aligned with NHS Grampian Board's review of all Committees early in the New Year.

- **Using risk to inform gap analysis**

A presentation was given to the Committee, by Mike Sevenoaks, Corporate Risk Advisor, about the process of mapping out hazards and risks, with the associated mitigations. The risk and hazard method, along with the impact of uncertainty on objectives, were explained. Also described was how risks can be broken down into three components; Cause, Event and Consequence, making it easier for us to be aware of our risks and how to mitigate them.

Following discussion it was agreed to use this approach to support the Committee's gap analysis work. Mike indicated that exemplar objectives for the Committee should be developed used to inform discussion in a facilitated session with him. An email inviting members to participate in the session was sent following the meeting, with a view to holding the facilitated session before the end of 2021.

- **Anti-Racism Policy**

An update on the Anti-Racism Policy, which makes NHS Grampian's definition of this behaviour explicit, was provided to the Committee. Equality and Diversity Manager Nigel Firth, advised that the next stage of this ongoing work will be to create an NHS Grampian 5 Year Race Equality Strategy to include key performance indicators. The final part of the Policy will then be developed to include a guide to help avoid language, comments or actions which may be construed as racist.

Committee suggestions made following discussion included; using third-party reporting of incidents for racism and other forms of discrimination, that terminology in the policies should be clear and understandable to all, that systemic inequalities should be included, and that policy statements should be succinct and a review into how policies are written and prepared would be welcomed.

- **Handling and Learning from Feedback**

The review of adverse events, complaints, clinical risk and Duty of Candour events sit with the Clinical Risk team (who report to the Chief Executive Team) and assurance to the Board is provided via the Clinical Governance Committee. The aim of the report for this Committee is to share examples of themes from complaints and Care Opinion that capture the wider experience of patients and members of the public.

The content of the report was welcomed and discussed, with agreement that in the future the learning from this report would feed into the patient participation work being taken forward as the development of the Committee continues. It was also agreed to undertake further analysis to find out if the data could be filtered further to provide even greater intelligence and richer learning opportunities.

- **Grampian Engagement Network**

A presentation was given on progress made to develop an NHS Grampian Engagement Accreditation and Charter Development (a 'hallmark' for great practice in engagement) which commenced earlier this year following its identification as a key priority.

The Committee was advised that the Grampian Engagement Network (GEN) now has around 40 members comprising engagement practitioners from all sectors in Grampian. Working together as a network, GEN have now co-produced an Engagement Accreditation which describes the key aims and ways to achieve meaning engagement in a concise and clear way. Opportunities to formalise the GEN into a 'community of practice' are now being explored to support and enable effective engagement across Grampian.

The work of setting up and establishing this Network was commended, and it was noted that the willing participation of Highland and Tayside Boards' engagement leads, demonstrates future potential for a North of Scotland engagement network. The quality of work being done by the NHS Grampian Public Involvement Team was acknowledged by the Chair and it was agreed to be included in the Board report.

Route to the Meeting

This paper is to provide oversight and assurance of the Engagement and Participation Committee of the Board and therefore has not been considered by any other group or committee.

2.4 Recommendation

The Board is asked to:

Assurance – review and scrutinise the update provided and confirm that it provides assurance of the work of the Committee in having an overview of the quality of engagement and participation, and equality and diversity work that is taking place across NHS Grampian.