
**Minutes of Public Governance Committee (PGC) Meeting
held on Tuesday, 26th February 2019 from 2.00 – 4.00 p.m.
in the BGH Committee Room**

Present: Karen Hamilton (Chair & Non Executive Director)
Debbie Rutherford (Centre Manager Borders Carers Centre)
Shelagh Martin (Scottish Health Council Local Officer)
Cllr David Parker (Non Executive Director)
Fiona McQueen (Public Member)
Margaret Simpson (Third Sector Representative)
Cliff Sharp (Medical Director)
June Smyth (Director of Strategic Change & Performance)
Karen Maitland (Quality Improvement Facilitator – Person Centred Care)

In Attendance: Susan Hogg (Public Governance Committee Secretariat & Public Involvement Officer)
Phillip Lunts (General Manager NHS Borders)
Gill Westwood (Manager Peebles & District Citizens Advice Bureau)

Agenda Items: PGC Review – Karen Hamilton (item 5.1)
NHS Borders Public Engagement – Phillip Lunts (item 5.2)
Draft Annual Report 2018-2019 – Karen Hamilton (item 5.3)
Citizens Advice Bureau (CAB) – Gill Westwood (item 5.4)

1. Welcome & Introductions

Karen welcomed everyone to the meeting.

2. Apologies & Announcements

Apologies were received from: Nicky Hall, Michael Scouler, Annabel Howell, Allyson McCollam, Clare Malster, John McLaren, Lynn Gallacher (Debbie Rutherford deputising), Elaine Cockburn, Margaret Lawson, John McLaren & Tris Taylor.

3. Minutes of Previous Meeting:

As the meeting was not quorate the minutes could not be agreed.

4. Matters Arising from Minutes & Action Tracker:

4.1 Action No. 27: - Following further discussion at Endowment Fund Board of Trustees who have approved funding of £50k the Capital Planning Team will allow this work to finally progress.

Action No. 34: - NHS Borders Chief Executive, Non Executive members of the PGC and key stakeholders met to review the current terms of reference. After discussion and independent review the terms of reference were brought back to the February 2019 meeting of the PGC. These will be circulated to all PGC Committee members

for final comment and come back to the May meeting for sign off and submission to the Board

Action No. 36: Karen M and Cliff explained the current process that is followed when identifying any actions or improvements from a complaint. After a complaint response has been issued, the Feedback & Complaints Team add the details of the complaint including the complaint response letter and outcome to the relevant service's improvement plan action tracker. This tracker is reviewed and updated at the individual clinical governance groups with ownership for these lying with the General Managers. The clinical governance groups report to the Public Governance Committee and give assurance that the necessary learning is being undertaken. The Public Governance Committee can therefore get this assurance from the Clinical Governance Committee.

5. Business Agenda Items:

5.1 PGC Review:

June gave an update as PGC Executive Lead. There has been a number of behind the scenes conversations around all of our governance committees over the past 12 months. We have been developing our financial turnaround programme and the work that the Better Borders Team is taking forward. Included in these conversations was a revisit to the terms of reference of the PGC. Cliff and June discussed whether or not the working of the group is moving in the right direction as there has been a drift over the last few years. The membership and attendees has also reduced quite considerably. We are looking to continue the work that has been done including refreshing the terms of reference. We shall look at the frequency of meetings and procedures and shall bring back to the next meeting as a final draft. If anyone has any comments they would like to make on the terms of reference please feed back to the Chair two weeks prior to the next meeting. Karen H commented that the old document was very operational and we need to revise the new document moving it towards more scrutiny and analysis. Shelagh has concerns about where the operational element sits. This links into what Karen M will talk about today under the Feedback & Complaints update on the agenda remarked June. This ensures to safeguard us as an organisation as we are working in a way that involves carers and the public.

Karen M updated the group on the recent concerns about the way forward for the Public Partnership Forum (PPF) given its previous linkage to the Community Health and Care Partnership and how it would best fit with the Integrated Joint Board. Susan, Shelagh, Karen M, Fiona McQueen (Chair of the BGH Participation Group) along with the Vice Chair of the PPF have met to discuss how we can redirect the PPF into the future and establish the best use of the group for NHS Borders. Susan will draft new terms of reference and we will seek to recruit additional public members to this group. We have also decided to change the name to NHS Borders Public Forum to better reflect its role. The terms of reference will make it clear the group's role and remit. We are hoping to seek agreement from the PGC for the BGH Participation Group, Public Reference Group and NHS Borders Public Forum to all report separately and directly into the PGC as we feel that this would give the most appropriate governance for the PGC around how the public is engaged with across NHS Borders. Margaret S asked for assurance that the Scottish Health Council will continue to support these groups to ensure that we are engaging in a meaningful way with people and our communities. Shelagh commented that the SHC continues to support NHS Borders public groups and has been fully involved in the discussions on the future of the PPF. The public members on our participation network support many regular groups along with short-life working and steering groups remarked Susan. To ensure that we are not duplicating the work that they do and to strengthen

our reporting structure on public engagement the public members on all these groups shall sit on and report to the NHS Borders Public Forum.

In response to a question from June Smyth regarding the revised statutory guidance to be developed by the Scottish Government and COSLA on local community engagement and participation across health and social care, Shelagh commented that the SHC has had initial discussions about this and expects to be involved in the coming months.

5.2 NHS Borders Public Engagement:

By the end of March 2019 NHS Borders will present their financial plan for 2019-20 and by the end of July 2019 present a plan for the next three years explained Phillip. Along with other Boards NHS Borders is in a period of special measures. For information and comparison June to circulate slides noting the levels that other Boards are in.

Action: JS

It is extremely important that we demonstrate to the public that we are doing everything we can said Karen H. There needs to be a standardised approach, following the same framework and mechanisms on how we engage with people on the various projects. There are currently two projects already happening where we are engaging with the public to give us feedback on their experience. The organisation needs to support their staff said June to deliver and have these difficult conversations. The Scottish Health Council delivers Voices training remarked Shelagh and she would send further information about this to June.

Action: SM

June asked Phillip how this reflects with the double diamond approach. Project support groups have been set up replied Phillip to take this piece of work forward. The programme management office that we have established have four different divisions and they are: project plans completed, delivering the project, dedicated to ensure data and information is available, developing people to generate ideas analyse and take them to the point that we want to do it and pass to the project team. Our next meeting is in May commented June how do we make sure you are sighted logically? The Public Reference Group will be the "go to" public involvement group and their next meeting is the 18th March 2019.

5.3 Draft Annual Report 2018-2019:

A draft of the PGC annual report had been circulated earlier to the group. In light of the revised terms of reference remarked Cliff there requires to be some minor updates to ensure the annual report reflects the content of the terms of reference. Debbie asked if the Carers Act could be noted and this was agreed by the members.

Action: SH

5.4 Citizens Advice Bureau (CAB):

I worked for the Patient Advice & Support Service (PASS) for 11years before taking up this post and we have recently appointed a new liaison officer. Gill showed a presentation on the life and work of the Citizens Advice Bureau. How much funding do you receive from Scottish Borders council asked Cliff? From memory the Peebles office receives £72 p.a. this is about to be cut again. The funding we currently receive from SBC covers our core costs and we have a very good supportive team of volunteers.

How many offices in the Borders do you have and where are they located asked Cliff? We have four offices one in Peebles, Hawick, Galashiels and Duns who operate part-time. Margaret S suggested to Gill that CAB do an impact report on their services and what you would do that has not been done previously. We use a very good toolkit, which is free and you can get the license for, I shall email you further information.

Action: MS

6. Any Other Business:

6.1 Scottish Health Council (SHC) Update:
Shelagh spoke to the paper, which informed the PGC of the work of the SHC over the last few months

6.2 Feedback & Complaints Update:

Karen M highlighted the key areas i.e. we have noticed a reduction in commendations and we are still meeting our targets. I note a lot of complaints are on communication and patients, relatives and carers feeling that they are not being listened to remarked Margaret. This is echoed from the Carers Centre commented Debbie and attitude and behaviour are other areas, which are not good. A good example of change from a complaint is noted on the waiting time section on our NHS Borders website.

7. For Noting:

7.1 PGC Work Plan

7.2 Audit Committee Minutes:
14.6.18, 18.7.18, 26.9.18 & 7.11.18

7.3 Clinical Governance Minutes:
30.5.18 & 7.11.18

7.4 Public Partnership Forum Minutes:
11.6.18

7.5 Scottish Borders Advisory Board Minutes:
5.11.18

8. Any Other Business:

8.1 Equalities issues arising from the agenda – None.

8.2 Risks identified from the agenda - None

Michael Scouler could not attend the meeting but did ask that an update on the three part-time Chaplaincy positions be given to the group. We have successfully appointed to these posts and they will be based at Hay Lodge, The Knoll and Kelso Community Hospital.

9. Future Meeting Dates 2019

All in the BGH Committee Room from 2.00 to 4.00p.m.

7th May

30th July

5th November