

**Meeting of the Scottish Health Council (SHC) at
12 September 2024, 10.00-12.30, MS Teams**

Present	In Attendance
Suzanne Dawson, HIS Non-Executive Director, Chair (SD)	Clare Morrison, Director of Engagement & Change, Lead Director (CM)
Gina Alexander, Member (GA)	Derek Blues, Head of Engagement Practice-Assurance
Dave Bertin, Member (DB)	Sharon Bleakley, Strategic Engagement Lead (SB)
Emma Cooper, Member (EC)	Sybil Canavan, Director of Workforce (SC)
Nicola Hanssen, HIS Non-Executive Director, Vice Chair (NH)	Diane Graham, Head of Engagement Practice–Improvement (DG)
Jamie Mallan, Member (JM)	Ben Hall, Head of Communications (BH)
Robbie Pearson, Chief Executive (RP), up to item 2.1.2	Christine Johnstone, Head of Engagement Practice-Evidence (CJ)
Michelle Rogers, HIS Non-Executive Director (MR)	Richard Kennedy McCrea, Operations Manager (RKM)
	Lisa McCartney, Strategic Engagement Lead (LMC)
	Angela Moodie, Director of Finance, Planning & Governance (AM)
	Lynda Nicholson, Head of Corporate Development (LN)
	Duncan Service, Employee Director (DS)
	Rosie Tyler Greig, Equalities, Diversity & Inclusion Manager (RTG)
Board/Committee Support	Apologies
Pauline Symaniak, Governance Manager	Nicola McCardle, Member (NMC)
	Carole Wilkinson, (CW), Chair of Healthcare Improvement Scotland (HIS)
	Lynsey Cleland, Director of Quality Assurance and Regulation
	Tony McGowan, Associate Director Community Engagement (TM)
	Susan Ferguson, Committee Secretary (SF)


1.	Opening Business
1.1	Chair's Welcome, Introductions and Apologies
	The Chair (SD) welcomed everyone to the meeting and apologies were noted as above. SD noted there were no declarations of interest made at the start of the meeting.
1.2	Draft Minutes of Meeting
	The draft minutes of the meeting held on 23 May 2024 were accepted as an accurate record. There were no matters arising. Decision: The SHC approved the minutes from 23 May 2024.
1.3	Review of Action Point Register
	The SHC reviewed the Action Point Register with updates being provided for each action point for assurance. It was noted that the action to reinstate declarations of interests on the agenda was outstanding.

	Action: Add declarations of interest to future agendas; circulate the board template for recording declared interests (SF).
2.	HIS STRATEGIC BUSINESS
2.1.1	Engagement on Service Change
	<p>CM provided SHC with an update on key strategic issues relating to engagement on service change, including proposals for a consistent approach where a service change takes place but has not followed the Planning With People (PWP) guidance. DBL advised that the pace of change in boards is fast due to the financial pressures and that the Service Change sub committee supported proposals.</p> <p>In response to questions by SHC Members, the following additional information was provided:</p> <ol style="list-style-type: none"> a) The key challenges are around the volume of change to respond to the financial crisis and the need for meaningful engagement balanced with financial requirements. PWP guidance is clear but HIS has been challenged on it and sought clarification from Scottish Government. b) A paper is being developed by HIS regarding the position with what boards call temporary changes and these will still need meaningful engagement. c) HIS does a lot of work to communicate the PWP guidance including recent attendance at national Board Chief Executives and Board Chairs meetings. A meeting with Chief Officers of Health and Social Care Partnerships is planned. d) In the current context, HIS needs to adapt its communications but be clear that if the PWP guidance is not followed, the matter will be escalated to Scottish Government. <p>Decision: The SHC agreed the recommendation within the paper and accepted the moderate level of assurance offered.</p>
2.1.2	Engagement on Service Change
	<p>CM advised that the second paper under this heading set out considerations related to public engagement during NHS reform, in particular whether HIS has an assurance role in relation to engagement about national changes. A letter was received from Scottish Government advising that HIS doesn't have an assurance role in nationally planned changes but will have an assurance role in local engagement related to national changes as per the PWP guidance. The letter advises that Scottish Government will undertake engagement at a national level and report on this to all boards.</p> <p>SHC Members expressed concern about the complexity of the matter and appropriate interpretation of guidance, not only for national changes but also regional changes, and the practical application of the guidance in the letter in real world scenarios. They agreed that HIS should seek its own legal advice on the matter and this would be brought back to SHC for consideration, at an extraordinary meeting if required. Consideration of this would be usefully supported by the creation of scenarios that demonstrate different types of engagement and how the guidance might work in practice.</p> <p>Actions: Obtain independent legal advice on HIS's role from Central Legal Office (CM); prepare scenarios (DBL).</p>
2.2	Governance for Engagement (GfE)
	<p>CM provided an update to the SHC on the progress of cycle 3 of the GfE process, noting that a new approach is being tested and the first directorate to provide their self-assessment was the Community Engagement & Transformational Change directorate.</p> <p>The SHC welcomed the report as well as the engagement and progress reported. Thanks were extended to TM for his input to the process. It was noted that matters could emerge from the self-assessments and discussions that were relevant to the Staff Governance Committee so this will be examined and information shared appropriately.</p> <p>Decision: SHC considered the update and accepted the moderate assurance offered.</p>

	<p>Actions: Consideration to be given to the support services directorates being considered alongside each other (TMcG); any overlaps that arise with workforce matters within the remit of Staff Governance Committee to be shared (CM).</p>
2.3	Equalities, Diversity & Inclusion
	<p>The SHC Chair referred the meeting to the joint session held with the Staff Governance Committee on 5 September which will provide input for the Board strategy day on 18 September. Thanks were extended to RTG for her input to the planning and delivery of the joint session.</p> <p>RTG advised that HIS continues to monitor its legal equalities duties through the use of Equality Impact Assessments and the majority of programmes have them in place. New equality outcomes are being drafted and there will be engagement before finalising them.</p> <p>In response to a question from SHC Members, RTG advised that reasonable adjustment passports are now live within the organisation and there will be a communications launch in October.</p> <p>Decision: The Committee noted the good progress with embedding equalities within the organisation and accepted the significant assurance offered in the paper.</p>
2.4	Role of Public Partners (PPs)
	<p>CM provided a paper updating SHC on development of PPs and recent recruitment. RTG advised that there are currently 13 PPs in post and an additional one has been recruited. There will be further recruitment activity in October. A HIS volunteering policy is also being developed to support PPs and People Experience Volunteers.</p> <p>In response to questions from SHC Members, RTG advised that PPs are recruited through the Volunteer Scotland website and we are looking at how to diversify our PPs and attract new ones. PPs are involved in various work programmes but there is not one currently on the SHC sub committees, instead they sit on a panel that acts as a sounding board.</p> <p>SHC noted that having a PP attend the Committee could potentially cause confusion with the role of SHC Members. However, it was noted that a more embedded and strategic approach for ensuring public engagement and lived experience should be captured in our work.</p> <p>Decision: The SHC considered the update and accepted the significant assurance offered.</p>
3.	COMMUNITY ENGAGEMENT BUSINESS
3.1	Evidence Programme
	<p>CJ provided an update on work within the Engagement Practice – Evidence Unit, including Gathering Views exercises and the most recent Citizens’ Panels. Recent topics of note have been sustainability, safety of medicines and patient experience at NHS Greater Glasgow & Clyde emergency departments.</p> <p>In response to questions from SHC Members, the following additional information was provided:</p> <ol style="list-style-type: none"> a) There are no obvious trends in relation to the level of engagement for Citizens’ Panels. b) Resource has been identified to fulfil aspirational work such as publication in professional journals. c) Citizens’ Panel number 13 looked at access to services and it would be useful to share with GPs. Work will be done to better communicate Panel reports to the appropriate people. d) Regarding NHS Greater Glasgow & Clyde emergency departments review, Care Opinion was used to provide a summary of trends. <p>Decision: The SHC considered the summary of activities and accepted the significant assurance offered.</p>

<p>3.2</p>	<p>Improvement Programme</p> <p>DG provided a summary of work ongoing to establish the overarching programme of work, create the team structure and culture, and fill vacant posts. Key achievements to date relate to receiving the commission and budget for the Volunteer Management System, securing 12 new coaches for the Care Experience Improvement Model and planning for the What Matters to You programme.</p> <p>Decision: The SHC considered the update and accepted the moderate assurance offered given the outstanding vacancies.</p>
<p>3.3</p>	<p>Assurance Programme</p> <p>DBL provided the SHC with an update on the Evidence Practice – Assurance programme. Key achievements have been the delivery of a board masterclass on 29 May which was well received, follow up engagement practitioner sessions planned for September and October, and major service change in NHS Dumfries and Galloway which is ongoing until 27 September.</p> <p>Decision: The SHC considered the update and accepted the moderate assurance offered.</p>
<p>3.4</p>	<p>Strategic Engagement</p> <p>LM provided an update on the work of the Strategic Engagement Team. They have met with strategic leads from 39 out of 40 north and east Health & Social Care Partnerships and Boards to discuss PWP guidance. This work will develop relationships and support intelligence gathering.</p> <p>In response to questions from SHC Members, the following additional information was provided:</p> <ul style="list-style-type: none"> a) The Strategic Engagement Lead for the west region remains a vacant post and next steps will be to consider an external advert. b) Engagement advisers are ready to engage with their communities and local networks are already strong, so the expectation is that intelligence will start to gather. <p>Decision: The SHC considered the update and accepted the moderate assurance offered.</p>
<p>3.5</p>	<p>Operational Plan Progress</p> <p>RKM presented an update on progress with the Directorate’s work outlined in the Operational Plan for 2024-25. Of note are the following points:</p> <ul style="list-style-type: none"> a) Following organisational change, new structures are embedding and work programmes are being developed. b) There was no direct engagement with the public during Q1, largely due to the activity described above but work has included tracking the eventual impact of the 9th Citizens’ Panel report which is seeing impacts two years after publication. c) Scottish Government advised that two additional allocations for Citizens’ Panel and What Matters to You will be included in baseline funding next year and confirmation of this is awaited. <p>Members welcomed the anticipated baseline conversion for the two programmes highlighted, recognising that this reflects how positively the work is received, and noted the need to share back impacts to participants of Citizens’ Panel. In response to a question about the level of assurance, it was advised that if the paper was considered as part of the totality of the reports presented, it might merit a significant level of assurance.</p> <p>Decision: The SHC considered the update and accepted the moderate assurance offered while recognising progress is moving in a positive direction.</p>

4.	SHC GOVERNANCE
4.1	Risk Register
	<p>CM provided an update on the strategic risk presented, advising that the rating has changed due to making progress in the last quarter including publication of PWP guidance and that more detail is provided around decision making for the rating.</p> <p>Decision: The SHC noted the risk register and accepted the moderate assurance offered in relation to management of the risk.</p>
4.2	Key Performance Indicators (KPIs)
	<p>CM provided an update on the KPIs assigned to the SHC, highlighting that this is a new approach to assign KPIs to relevant committees for assurance. The full range of KPIs is provided on this occasion for context. There are also corporate KPIs which are assured by the Quality and Performance Committee.</p> <p>In response to a question from Members, it was advised that SHC Members were not consulted on the KPIs this year but consideration will be given to doing that in future years. Members noted that it is useful to see the wider KPIs for context but they needn't be part of the main paper.</p> <p>Decision: The SHC reviewed the KPIs assigned to them and accepted the significant assurance offered in relation to their progress. Actions: Provide wider KPIs with each future report but as additional reading (CM); consider how to involve Members in developing the KPIs in future years (CM).</p>
4.3	Business Planning Schedule
	<p>The SHC were presented with the latest schedule of proposed business for 2024/25.</p> <p>Decision: The SHC approved the business planning schedule for 2024/25.</p>
5.0	RESERVED BUSINESS
5.1	Service Change Sub-Committee Draft Minutes of Meeting 22/08/2024
	<p>The draft minutes from the Service Change Sub-Committee meeting held on 22 August 2024 were shared with the SHC for information.</p> <p>Decision: The SHC noted the draft minutes.</p>
6.0	ADDITIONAL ITEMS of GOVERNANCE
6.1	Key Points for HIS Board
	<p>The following key points were agreed for reporting to the HIS Board meeting;</p> <ul style="list-style-type: none"> a) HIS's role in engagement on national service change. b) Planning With People – the need for a consistent approach when PWP is not followed. c) Progress with delivery of community engagement activity in HIS following implementation of new structure.
7.0	CLOSING BUSINESS
7.1	AOB
	No other business was discussed.
7.2	Meeting Closed
8.0	DATE OF NEXT MEETING: 14 November 2024 via MS Teams

Approved by: 
Chair, Scottish Health Council
Date: 14/11/2024

Next meeting: 14 November 2024