

NHS WESTERN ISLES

BOARD MEETING

MINUTES OF MEETING
26 JUNE 2024
HELD AT 10:30AM
MICROSOFT TEAMS



Members Present:

Debbie Bozkurt	Director of Finance and Procurement	Francis McAuley	Medical Director
Karen France MacLeod	Chair of ACF / Non-Executive Director	Gillian McCannon	Board Chair (Meeting Chair)
Julia Higginbottom	Non-Executive Director	Annetta Smith	Non-Executive Director
Gordon Jamieson	Chief Executive	Paul Steele	Non-Executive Director
Paul MacAskill	Non-Executive Director	Sheena Wright	Whistleblowing Champion & Non-Executive Director
Fiona C. MacKenzie	Nurse / AHP Director and Chief Operating Officer		

In Attendance:

Nick Fayers	Chief Officer, Integration Joint Board
Maggie Jamieson	Head of Communications, Claims and Patient Information
Diane MacDonald	Director of Human Resources and Workforce Development (from 10:30 – 10:45)
Michelle McPhail	Corporate Business Manager
Frances Robertson	Deputy Nurse / AHP Director and Chief Operating Officer

1. WELCOME

The Chair, welcomed everyone to the meeting, reminding Members of the Teams Etiquette.

2. APOLOGIES AND ACKNOWLEDGEMENTS

Jane Bain	Employee Director / Non-Executive Director
Colum Durkan	Director of Public Health
Naomi MacDonald	Non-Executive Director

3. INTRODUCTION

3.1 Chair's Report

The Chair, Gillian McCannon, provided an update on:

1 – NHS Form ~ The Chair made Members aware of the Cabinet Secretary, Neil Gray's recent announcement advising that the Scottish Government's overarching vision for NHS reform will focus on 4 key areas of Health and Social Care to improve the health and wellbeing for the people of Scotland. The areas cover:

1. Improving population health;
2. Prevention and early intervention;
3. Providing quality services; and
4. Maximising access.

Decision: Board Members formally noted the verbal update.

Action: No actions required.

3.2 Chief Executive's Report

The Chief Executive, Gordon Jamieson provided members with an update on:

1 Uist & Barra Hospital Dental Centre – The Chief Executive informed Members that following the redesign of the facility the centre will be scheduled to open within the next week or two. The service is an important facility to ensure that the dental health of the residents is addressed, which is a Board priority.

2 Benbecula Medical Practice – It was noted that the transition of the Medical Practice in Benbecula, transitioning to a 2C practice, managed and provided by NHS Western Isles Health Board, is progressing well. HR process and checks are being finalised to finalise the appointment of the Medical GPs.

- 3 Sponsorship review** – The Scottish Government Health and Social Care Directorate, led by Mr. John Burns, Chief Operating Officer visited the Board Head Quarters to review the Board's performance in person.

The meeting was very positive and Executive Directors welcomed the ability to provide a level of understand as to how the organisation addresses the challenges in innovate ways.

- 4 Western Isles Hospital** – technical issues have arisen within the Decontamination Unit within the Hospital as the 2 Autoclave machines are not working. Mainland Boards are supporting the organisation.

- 5 Covid 19** – Covid 19 infection is in the local community and is on the increase across the mainland. People need to be mindful of the infection and the rate it can be transmitted as there are currently 8 people in the Western Isles Hospital requiring associated respiratory support.

Decision: Board Members formally noted the verbal update.

Action: No actions required.

4. DECLARATION OF INTEREST

Board Members did not declare any conflict(s) of interest in relation to the content of the agenda, which may require a declaration of interest.

Diane MacDonald left the meeting at 10:45

5. MINUTES

5.1 Minute of 29.05.24 - DA

Board Members approved the Minutes of the meeting held on 29 May 2024 as a correct record of the discussion noting the following amendments:

- **Members Present:** Remove Jocelyn McConnachie and Frances Robertson.
- **Item 7 – Corporate Risk Register** – Sheena Wright wished it noted that the Clinical Governance Committee, at its meeting on the 12th of June, will review the clinical risks providing the Board with assurance of its deliberation and scrutiny.

Decision: The Board formally approved the Minute of the meeting of 29 May 2024.

Action: No action required.

5.2 Matters arising from previous Minutes

No matters arising were raised.

Cllr. Paul Steele arrived at 10:45.

5.3 Action Points

The Chair advised Members that of the 14 actions contained within the report:

- 2 actions are noted as Blue and as completed will be removed;
- 6 points have a green status and on course for presentation by the noted date;
- 5 points are amber; and
- 1 point noted as overdue in red.

The Chair asked for the Executive Directors to provide updates relating to:

26.10.22 - 7.3 Performance Monitoring Report – Seeking DNA information. The Chair noted this as an outstanding issue and hope that an update will be provide by the Nurse Director at the next meeting. **UPDATE**

30.11.22 - 6.1 Finance Performance – seeking update on the work to appoint to Psychiatry to reduce the financial expenditure on locums – It was noted that this action is Amber rather than Red as agreed in May.

N. Fayers provided Members with an update, noting that within the budget there is funding for 2 psychiatrists posts, and currently one post is out for considered and being progressed as a contract for services and the second post is under an employment offer.

N. Fayers explained that a Service Level Agreement (SLA) is being negotiated with NHS Greater Glasgow and Clyde to provide an extended psychiatry clinical partnership.

A further verbal update will be provided at the next Board meeting **UPDATE**

28.06.23 - 3.2 Cancer Service Update – *The Chair noted that the Board agreed to retain this item on the agenda, further to the update provided to future Board meetings.*

Dr. McAuley advised that the high quality of chemotherapy and oncology services is provided by NHS Highland, with discussions underway in relation to capacity increase to meet the need of chemotherapy.

The flight changes are having an impact on service delivery and work continues to find working solutions and appropriate discussions are ongoing.

Chemocare is the NHS prescribing system and it was suggested that once this becomes a cloud based system, this would enable individual Boards to gain access to their patient's information, however this is not the case and the detail is still only viewable by the leading Board, in NHS Western Isles case this is NHS Highland and NHS Greater Glasgow and Clyde. Therefore and currently there is no opportunity to repatriate patients.

The Chair acknowledged the work being progressed and expressed the Boards thanks for all endeavours. **UPDATE**

30.08.23 – 9.3 Effect of Demographic Change on the Western Isles – *Present the information to the next Outer Hebrides Community Planning Partnership (OHCPP).* Cllr. Paul Steele advised that following the cancellation of the May meeting the next OHCPP meeting has not yet been confirmed. **UPDATE**

21.03.24 – 7.2 Western Isles Performance Report – *Additional cancer breach information to be included in the full report.* This item is on the agenda for discussion. **REMOVE**

21.03.24 – 7.2 Western Isles Performance Report – *Dementia Plan will be presented in due course.* Frances Robertson explained that meetings are scheduled to progress the work and align with Mental Health and the Dementia Service. As part of the discussion a completion date will be noted.

It was noted, following Annetta Smith's query that the job description is for the post of Dementia Nurse Consultant. **UPDATE**

21.03.24 – 8.1 Board Governance Review – *Committee schedule to be circulated.* Noted as complete and to be removed. **REMOVE**

The Chair thanked Members for their review and updates in relation to the action points.

Decision: The Board formally noted the updates.

Action: No action required.

6. FINANCIAL PERFORMANCE

6.1 Financial Performance Monitoring Report

Issue: *The Board was asked to note the verbal update presented by Ms. Debbie Bozkurt, Director of Finance and Procurement.*

Discussion: The Director of Finance explained that there is no formal reporting within the first 2 months of the new fiscal year, noting that a quarterly report will be presented in early July to the Scottish Government. In presenting the information to the Board a more detailed report will be presented at the next meeting of the Board in August, along with a separate capital report.

Ms. Bozkurt provided members with a level of assurance that Executive Directors continue to monitor the savings plan and address other areas and opportunities in line with the Scottish Governments Financial Efficiency Plan (FEP) checklist, which covers over 150 points, some of which have already been addressed by the Board. The FEP will form part of the future detailed finance report.

Ms. Bozkurt formally advised the Board that at an earlier meeting of the Boards Audit & Risk Committee the Annual Accounts for 2023/24 were formally presented and approved. The Annual Accounts will be presented to the Auditor General and laid before Parliament, as which point the Accounts will be made available to the General Public via the appropriate public Board meeting.

The Chair expressed her thanks and that of the Board for the work undertaken to present a completed set of accounts. It was also noted as part of the function of the Audit & Risk Committee that Mr. Paul MacAskill has been appointed as Counter Fraud Champion.

Decision: **The Board formally noted the verbal report.**

Action: **No actions required.**

7. PERFORMANCE

7.1 Corporate Risk Register – June '24

7.1.1 Appendix A – CRR Detailed Report

Issue: *The Board was asked to note for assurance the report presented jointly by Gordon Jamieson, Chief Executive and Fiona MacKenzie, Nurse / AHP Director and Chief Operating Officer.*

Discussion: The Chief Executive noted as Ms. MacKenzie has just returned, he would take Members through the report.

Mr. Jamieson explained that a number of significant updates have been made and provides regular update to members on any score changes and the detailed position and would be happy to take any questions.

The Chair reflecting on the information within the executive summary enquired as to the impact on Urology service in light of the flight changes.

Ms. MacKenzie advised that a meeting with NHS Highland is scheduled to discuss the monthly Urology service, noting that some clinics have been cancelled as a direct impact on the travel issue. Further review is being considered in the training of local nurses, however this will take some time before being fully implemented.

The Chair noting the update to risk 040 enquired as to the position of GP appointment. Dr. McAuley provided an update on the development of the Board managed 2C practice with service provision to St. Brendan's Hospital. The residents of Barra have a 24/7 365 day service for the Hospital Out of Hours and the Medical Practice.

Benbecula Medical Practice became a Board managed 2C practice and with over 45 medic applications being received with 5 GP offers being made awaiting the normal HR checks. The recruitment process has been a great success and this is due to the innovative approach taken by the recruitment team.

Dr. McAuley advised Members that the Board has secured additional Scottish Government funding to support the continuation of the Hospital at Home service. It was noted that the funding is not recurrent but further discussion with Scottish Government are ongoing. It was noted that the Hospital at Home service provides the ability for patients to receive acute care within their own home and this should not be underestimated as to how this aids in patient recovery and wellbeing.

Members noted that the Resilience Officer post was being advertised, with the Chief Executive advising that the post has been appointed and the final HR checks are underway. Assurance was provided that resilience issues are being taken forward with colleagues in addressing issues such as Autoclave, Festival – Hebcelt and the increase in cruise liners in addressing public health concerns.

The Chair thanked Mr. Jamieson and Ms. MacKenzie for the report.

Decision: The Board formally noted the report.

Action: No actions required.

7.2 Western Isles Performance Monitoring Report

7.2.1 Appendix 1 – Narrative Report Jan-Mar'24

7.2.2 Appendix 2 – Detail Cancer 62 day

Issue: *The Board was asked to note for assurance the report presented by Fiona MacKenzie, Nurse / AHP Director and Chief Operating Officer.*

Discussion: Fiona MacKenzie drew colleagues' attention to the report noting that this reporting period was January to March 2024 noting the performance of the Board against the current national targets. The following points were noted during the discussion:

- 62 day cancer target remains a priority for the Board and work continues with mainland Boards to support island residents on their waiting list.
- The majority of performance targets will decline given the transportation issues and the possible decline on service delivery as a result.
- Sickness absence target is 4% and recently reported a performance level of 4.87% which is a significant achievement.
- Further review will be undertaken to understand the increase in new and return appointments as well as review of the noted 10% reduction in mainland appointments.
- In item 7.2.2, the reason for delay noted lack of resources e.g. equipment. Mr. Jamieson remarked that he was unaware of any equipment issues and would ascertain more detail.

The Chair thanked Ms. MacKenzie for the report.

Decision: The Board formally noted the report.

Action: No actions required.

8. CORPORATE GOVERNANCE

8.1 Whistleblowing Quarterly report Q4

8.1.1 Appendix 1 – Detailed Report

8.2 Whistleblowing Annual Report 2023/24

8.2.1 Appendix 1 – Narrative Report

Issue: *The Board was asked to note for assurance the report presented by Gordon Jamieson, Chief Executive.*

Discussion: Mr. Jamieson noted that he would take both item 8.1& 8.2 together.

For the quarterly period and the annual report it was noted that during the year no concerns were raised in year. Communication in relation to staff awareness and training and the National Whistleblowing Standards are circulated regularly to all staff via the Team Brief.

Sheena Wright advised that the report is a very positive position for the Board, advising that the Speak-Up event scheduled for September will enable activities to be held and the opportunity of the Confidential Contacts to be involved in the event.

The Cabinet Secretary continues to meet with all Whistleblowing Champions to obtain assurance of the processes being applied locally.

The Chair thanked both Mr. Jamieson and Mrs. Wright for the update. In reviewing the document, item 8.2.1, the Chair commented that the Turas training modules available to staff should form part of the staff mandatory training requirements.

Decision: **The Board formally noted the report.**

Action: **No actions required.**

8.3 Duty of Candour Annual Report 23/24

8.3.1 Appendix 1 – Detailed Report

Issue: *The Board was asked to note for assurance the report presented by Gordon Jamieson, Chief Executive.*

Discussion: Mr. Jamieson drew colleagues' attention to the report presented advising that the legislation places a duty on NHS Boards to monitor, produce and publish its Annual Report. NHS Western Isles is fully committed to the provision of high-quality health care in all aspects of its service provision to patients. As part of this objective, the Board has a duty to limit the potential impact of a wide variety of clinical and non-clinical risks. This is achieved by developing and implementing robust and transparent systems to ensure that all adverse events, which may cause potential or actual harm, are identified and investigated and where appropriate action is taken to prevent a recurrence.

During the year it was noted that no adverse event or complaints were raised triggering the duty of candour process.

Mr. Jamieson reflected on the report noting it being a very positive report and staff should be commended for their professional manner and duty of care provided to patients.

The Chair articulated her thanks to the staff for their continued commitment to patient safety which is paramount at all times.

Decision: **The Board formally noted the report.**

Action: **No actions required.**

9. SERVICE DEVELOPMENT

No report

10. STAFF GOVERNANCE

10.1 Human Resources Workforce Report April '24

10.1.1 Appendix 1 – Narrative Report

Issue: *The Board was asked to note the report, obtaining assurance, presented by Gordon Jamieson, Chief Executive in the absence of Diane MacDonald.*

Discussion: Gordon Jamieson presented the report and the following points from the discussion were noted.

- Turnover rate compared with other Boards remains static.
- Retire and Return process has accepted 37 applications since its introduction in 2022. There is a further category for partial retirement which may be relevant to Medics.
- Overtime rate requires further review to ensure that the level of overtime is not related to the new reduced working week. It was noted that there are 4 departments who have not moved over to the reduced week due to capacity issues. The departments are Cardiology, Reception (WIH), Laboratory and Nursing in the Uists.
- Vacancies / Recruitment – HR and department Managers continue to review and assess the relevance of adverts when it has been unsuccessful in recruiting to posts

The Chair thanked Mr. Jamieson for the report and the discussion held by Members.

Decision: **The Board formally noted the report.**

Action: **No actions required.**

11. REPORT / APPROVED MINUTES FROM BOARD SUB COMMITTEES FOR AWARENESS

11.1 Area Partnership Forum

11.1.1 Area Partnership Forum Minute of 23.03.24 - A

The Minutes was presented for information.

The Chair remarked on the minute and the detail reflecting on the level of positive collaboration and illustrates the breadth of commitment to move issues forward.

Decision: **The Board formally noted the reports.**

Action: **No actions required.**

12. EVALUATION

	YES	NO	COMMENTS
Were you satisfied that the agenda items presented covered the current significant areas?	✓		
Was there sufficient time to review the papers between receipt and the meeting date?	✓		
Was there sufficient time allocated to all agenda items?	✓		
Were the Executive Summaries an accurate reflection of the detailed paper?	✓		
Were you able to reach a satisfactory conclusion from the information presented on each item?	✓		
Were you able to contribute to the discussions and have your views considered?	✓		
Did you consider that the Board discharged its duty in respect of • Proper scrutiny • Relevant questioning • Constructive challenging	✓ ✓ ✓		

13. DATES, TIMES & VENUE OF NEXT MEETING

Public Board Meetings

Date: 28 August 2024

Time: 10:00am

The Chair thanked everyone for their contribution, commitment and involvement in the Board discussion. The meeting was brought to a close at 11:47am.

END