

Integration Joint Board

Date of Meeting: 27 May 2020

Title of Report: Update on progress with the Sturrock Review Actions including a report on the Argyll & Bute Culture Survey and plans for the launch of the Healing Process

Presented by: Joanna Macdonald

The Integration Joint Board is asked to:

- Note the NHS Highland Board paper.

1. EXECUTIVE SUMMARY

On Friday 15 May NHS Highland held a Board Development Session to hear the outcome of the Argyll and Bute Culture Survey.

The survey was carried out as a specific action resulting from the Sturrock Review. The link below indicates the paper which will be presented at the NHS Highland Board on 26 May to update on the Culture Fit for the Future Activity and contains the presentation which has been shared by the Chief Officer during her Health & Social Care Partnership staff engagement sessions.

We will be working hard to ensure that the culture across all of the Argyll & Bute HSCP is one where colleagues are treated fairly and with kindness and caring, dignity and respect and are focussed on working together for a common purpose.

2. INTRODUCTION

In November 2019, as recommended in the Sturrock Review report, NHS Highland Board commissioned Progressive Partnership Ltd to carry out a survey for colleagues working in Argyll & Bute.

NHS Highland ensured that the Argyll & Bute Health and Social Care Partnership (HSCP) were consulted on the work being undertaken. The HSCP has 1540 NHS Highland employees and 770 Council employees but the scope of the review did not include Council employees, so the report only covers two thirds of the HSCP.

The report sets out more fully the findings of the survey which sought to understand the experience of bullying and harassment of NHS Highland colleagues within the Argyll & Bute HSCP.

The key findings are deeply concerning and we accept them fully and offer a full apology to every colleague who has experienced bullying or harassment. We would also like to thank those who responded for having the bravery to respond, as we know how challenging it is for colleagues to confront the issues they are sharing with us.

3. DETAIL OF REPORT

Staff and Stakeholder engagement commenced in Argyll & Bute on the afternoon of the 15 May 2020. The Chief Officer met with the IJB, Senior staff and the Argyll & Bute Partnership Forum directly after the NHS Highland Board development session.

A communication was circulated to all staff. NHS Highland's Chief Executive, Paul Hawkins, said: "I fully accept the results of the survey and I sincerely apologise to any colleague who has experienced bullying or harassment. I am extremely concerned by the outcome of the survey and I am determined to make the changes necessary to improve the experience for colleagues. I will work with the senior leadership team to rebuild trust and confidence across NHS Highland, Argyll and Bute.

"The results of this survey reinforce the need to continue our efforts to address cultural issues in our organisation. We have immediately put in place a 100 day action plan to address the key findings, which integrates into our wider culture improvement programme and will be delivered in partnership with colleagues and independent agencies."

Argyll and Bute Health and Social Care Partnership Chief Officer, Joanna Macdonald, added: "It is distressing to see that a significant number of our colleagues have experienced bullying and harassment and addressing the implications of this report is our highest priority.

"We would like to thank those who have responded to the survey for having the bravery to respond. We know how challenging it is for colleagues to confront the issues they are sharing with us.

"We will work in close partnership with colleagues and stakeholders across all of the organisation to deliver the actions necessary to achieve a culture that is based upon dignity and respect for each other.

Subsequent to the NHS Highland Board development session nine further virtual engagement sessions took place in Argyll & Bute on 18/19 May. In total 341 people attended by Skype receiving a presentation and additional individuals/groups participants by phone who received an audio only update.

The Chief Officer has requested collation of all communications (anonymously) stimulated by these presentations.

Two further opportunities for reflection on the survey will take place on 28/29 May. Weekly staff check in sessions with the Chief Officer will commence week beginning 1 June.

4. RELEVANT DATA AND INDICATORS

Sturrock Review and Argyll & Bute Culture Survey.

5. CONTRIBUTION TO STRATEGIC PRIORITIES

All priorities under staff governance.

6. GOVERNANCE IMPLICATIONS

6.1 Financial Impact

No specific financial impact for this paper

6.2 Staff Governance

A partnership approach will be taken to any potential culture change and development and co-production of a detailed action plan.

6.3 Clinical Governance

N/A to this paper

7. PROFESSIONAL ADVISORY

Guidance: Please provide details of the consultation undertaken with professional leadership and the outcome of discussions.

8. EQUALITY & DIVERSITY IMPLICATIONS

Any potential change will require to take full account of any implications for Equality and Diversity.

9. GENERAL DATA PROTECTION PRINCIPLES COMPLIANCE

Compliant

10. RISK ASSESSMENT

Any potential risks from a change of culture will require to be fully scoped.

11. PUBLIC & USER INVOLVEMENT & ENGAGEMENT

Staffside representation will be fully involved in the co-production of any culture change activity. As noted previously the Chief Officer has identified an opportunity for continued dialogue with all staff.

12. CONCLUSIONS

A 100 day plan has been circulated to provide a framework to take forward a co-produced approach to developing the culture in Argyll & Bute Health and Social Care Partnership.

13. DIRECTIONS

	Directions to:	tick
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Directions required to Council, NHS Board or both.	No Directions required	x
	Argyll & Bute Council	
	NHS Highland Health Board	
	Argyll & Bute Council and NHS Highland Health Board	

REPORT AUTHOR AND CONTACT

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