

**Integration Joint Board**

**Agenda item:**

**Date of Meeting: 25 November 2020**

**Title of Report: Chief Officer Report**

**Presented by: Joanna Macdonald, Chief Officer**

**The Integration Joint Board is asked to:**

- Note the following report from the Chief Officer

**A Big Thank You to Staff**

I want to pay tribute to all HSCP staff for the dedicated work they are carrying out during a difficult and challenging time. They continue to deliver high quality health and social care services to the people of Argyll and Bute. Staff have demonstrated continued commitment to the communities of Argyll & Bute and resilience when both life and work have been impacted.

**Winter planning**

We are now entering the winter season and every year this brings its own challenges in terms of dealing with seasonal illness such as flu and norovirus.

Staff across the partnership have engaged in planning for winter in our remote and rural environment with the additional Covid-19 requirement.

Our key resource in delivery of caring services is our staff and we will be maintaining our wellbeing support initiatives.

**Flu Vaccination**

The latest flu vaccination data, which covers the period up until the 10 November, highlights that so far 43.6% of individuals aged 64 years and under (in an at-risk group) and 72.9% of individuals aged 65 years and over have so far been vaccinated in Argyll and Bute. To have immunised such a high proportion of eligible individuals already during the flu vaccination programme is really good news and is down to the hard work of our GP Practices and all the other associated health professionals and back up staff who are involved in this programme.

## **Caring for People**

Argyll and Bute had its own specific challenges when dealing with Covid-19 including the fact that we cover such a large geographic area with 23 inhabited islands and 43 per cent of our population living in remote and rural areas.

There was a pressing need to provide a service for the most vulnerable people in our community and this led to the creation of the Argyll and Bute Caring for People Partnership. Normally group such as these take months to set up but in Argyll and Bute it was up and running within 10 days. Membership of the Partnership consisted of the HSCP's Public Health team, colleagues from Argyll and Bute Council and the Third Sector Interface.

It provided an urgent community response to the pandemic and made sure that more than 3,000 vulnerable people still had access to food, support, medicine, and other supplies. The teams worked with local organisations and volunteers to arrange for food delivery of around 45,000 food parcels, other shopping supplies as well as the delivery of essential medication.

This has been recognised at a national level and is shortlisted for a People's Choice Award at this year's Scottish Health Awards.

## **Progress at six months on from Culture Survey**

In February 2020 the Culture Survey questionnaire for NHS Highland colleagues (past and present) in Argyll and Bute was launched to understand the extent to which bullying, harassment and inappropriate behaviour is or has been encountered or experienced during their employment. The questionnaire was developed, and facilitated, by an external market research organisation.

The findings from the Survey were published in May with 446 (29%) of the 1540 NHS staff at the HSCP responding, along with 62 former colleagues, with 68% of respondents indicating that they had experienced bullying and harassment.

The HSCP offered a sincere apology to colleagues who had indicated that they had experienced bullying and harassment and a 100 day action plan was immediately put in place to address the key findings.

As part of this Plan NHS Highland and Argyll and Bute HSCP:

- appointed an external culture advisor to review our recruitment processes.
- launched an independent 'Speak Up', Guardian Service which offers a 24/7 service for staff to independently discuss concerns.
- identified staff Wellbeing Champions to help communicate key messages about wellbeing and psychological support.
- appointed independent review panel members as part of the NHS Highland Healing Process.

- have had over 200 staff attending our virtual training in Courageous Conversations.
- are holding twice weekly virtual staff check in sessions with the Chief Officer to provide an opportunity for staff to ask questions and provide feedback.
- invited staff volunteers to join the Argyll and Bute Culture Group to help improve the culture within the organisation.

We were delighted by the number of staff who volunteered to join the join the Culture Group and we also have representatives from unions, stakeholders and senior managers. The Group is co-chaired by staffside and the Deputy Chief Officer and its main focus is on the delivery of the 100 day action plan, identifying local priorities in relation to the Culture Programme and identifying any training and development needs that are required.