

## Scottish Health Council. Minutes of Meeting, 9<sup>th</sup> June 2005

**PRESENT:** Brian Beacom, Chairman  
Anne Brown  
Jacquie Malcolm  
Sue Kinsey  
Kate Alexander

**APOLOGIES:** Irene Garden  
Agnes Robson

**IN ATTENDANCE:** Richard Norris, Director  
Moray Baylis, Administrator

### **1. Welcome / Apologies**

There were apologies for absence from Irene Garden and Agnes Robson.

### **2. Chairman's Report**

- **Staff Induction Event:** The Chairman reported that the Staff Induction event, held in Perth on 10<sup>th</sup> and 11<sup>th</sup> May 2005, was worthwhile in bringing the new organisation together.
- **Press coverage:** Chairman reported he does not wish to respond to press coverage routinely, but there have been several instances where the Scottish Health Council's role has been misrepresented, and in these cases he feels he must make a response on behalf of the organisation.

### **3. Minutes of the Previous Meeting**

The minutes of the previous meeting, held on 7<sup>th</sup> April 2005, were approved by the Council.

### **4. Matters Arising**

- **Media Policy:** Following the discussion at the meeting of 7<sup>th</sup> April regarding members being informed of press articles relating to the Scottish Health Council (Minutes 7.04.05, item 6) Richard Norris has had discussion with Rob MacPhail (Press Officer) and it was decided members would be e-mailed links of relevant press articles.
- **Health Council Meetings:** The Chairman is keen that meetings should not be longer than necessary, and suggested future meetings should start at 10.30am and finish when day's business was complete. Agreed by all present.

## 5. Director's Report

- **Staff Induction:** The Director agreed with Chairman's summary of the event, and this event had been useful in engaging with new staff and giving them a clearer idea of their role within a national organisation.
- **Official Launch:**
  - Director stated that this will be a valuable opportunity to reinforce the role of the new Scottish Health Council to stakeholders
  - Around 140 due to attend.
  - The Health Minister's replacement is still to be confirmed following his withdrawal.
- **Facilities Issues:** Due to the volume of facilities issues currently arising at local level, options for recruiting a Facilities Manager are currently being considered.
- **Working Draft Papers:**
  - **Performance Assessment Framework:**
    - Agreed major changes to the framework at this stage would be detrimental, as they would add further confusion to the process. However, suggestions for minor changes would be welcomed from members.
    - Fiona Wardell (Assessment and Feedback Manager) is currently arranging a Focus Group to listen to suggestions with aim of providing Health Boards with new Performance Assessment Framework by late August
- **Scottish Parliament Health Committee Debate:** Full record of this requested by members. **ACTION: Richard to e-mail members.**

## 6. Local Advisory Council's: 'How Will They Work?' (Paper No 2):

- Sue Kinsey expressed concern over how Local Advisory Council Members would gain access to NHS sites. The Chairman reminded the Council that the Scottish Health Council does not have a formal role of reviewing or visiting NHS sites, so would not be seeking to do so. The Director said the paper had not been intended to advocate inspection.
- The Director suggested that papers presented to council meetings would be better explained by the author, and it was agreed that Senior Management Team members should present their own papers at future council meetings. **ACTION: Richard to invite members of Senior Management Team to future meetings when necessary.**
- Kate Alexander expressed concern that some issues in the paper are based on the way Local Health Council's previously worked, and should be amended in line with the new role of the Scottish Health Council. Anne Brown suggested the process should be clear

to someone with no Health Council background, as this will make it clear to those with previous experience how the Scottish Health Council will differ from Local Health Councils. **ACTION: Rosemary Hill to amend paper in accordance with above two points.**

- The Chairman said that the Scottish Health Council should not dictate to Local Advisory Council Members how they must work, but some guidance must be given to members to ensure each Local Advisory Council is providing the same level of service. He clarified that Local Advisory Councils should provide the same *level* of service, and not the same service, as there must be scope to tailor the service to local needs. Anne added that there is a need to be slightly prescriptive, but Local Advisory Council Members must be allowed to shape their role. This was agreed by all.
- Kate Alexander expressed an interest in attending Members' Induction Programmes (p3, 2.7, Paper No 2). Chairman agreed that an event involving Scottish Health Council Members, Local Advisory Council Members and Staff, similar to the Staff Induction Event would be helpful, and would help to reinforce the positive outcome of Induction event. **ACTION: Richard to arrange such an event when Local Advisory Council Member recruitment has progressed further.**

#### **7. Local Advisory Council Recruitment (Paper No 3):**

- The Director clarified that Local Advisory Council members need not be representative of the local community as they do not represent the public, but must be able to *access information* from all areas of the community.
- Agreed that newspaper adverts were not the most effective way to recruit Local Advisory Council members, and a range of methods to attract new members should be used for future recruitment, including contacting local stakeholder groups.  
**ACTION: Richard Norris to provide Local Advisory Council recruitment snapshot to members.**  
**ACTION: Moray Baylis to distribute map of regions and local areas.**
- The Chairman suggested that 10-15 Local Advisory Council Members per NHS Board region might be unrealistic in some regions, given population variances between the regions. The paper was approved in principle, but the possible need to be flexible on this issue was agreed by all.

#### **8. Quality Assuring NHS Complaints Procedure (paper No 4):**

- Noted that Scottish Health Council does not have a role to handle complaints, but has a role to quality assure the complaints process. The Chairman suggested Scottish Health Council would monitor themes of complaints, as recurring complaints would suggest an issue with the service provided.

- Sue Kinsey stressed that public must be told the reasons a service cannot change when this is the case. Importance of not unrealistically raising public expectations agreed by all.
- Jacquie Malcolm said that Complaints Procedure must not be simply about complaints, but, in fact, would welcome other comments and suggestions.
- Principles of paper agreed, but some minor amendments required.  
**ACTION: Rosemary to review and amend paper.**

#### **9. Clinical Governance and Risk Management (previously circulated)**

- All agreed that the title is confusing, and that equivalent titles in England and Ireland are more straightforward, as they include transparent phrases such as “standards for health”.
- It was raised that there is no carer on the list of authors.  
**ACTION: All members to suggest any further amendments to Richard Norris ASAP**  
**ACTION: Richard to feed back suggested amendments.**

#### **10. Any Other Competent Business**

- Health Board Papers: Chairman stressed Scottish Health Council should not put forward views on Health Board public consultation papers, as this could represent a conflict of interest.
- Any Other Competent Business: Chairman suggested this should be removed from future Agenda's, and replaced with 'Urgent Business' at the start of each meeting. Agreed by all.  
**ACTION: Catherine Tait to adjust Agenda for next meeting**
- Scottish Evidence into Practice Awards: The Chairman expressed that he would have liked a representative of the Scottish Health Council to attend, but this would not be possible, as the event clashes with the next Council meeting.  
**ACTION: The Chairman to send apologies.**
- Open Organisation: It was agreed that all documents from Scottish Health Council meetings should be made available on the website ([www.scottishhealthcouncil.org](http://www.scottishhealthcouncil.org)).

#### **11. Dates of next meetings**

- Thursday 11<sup>th</sup> August 2005, 10.30am
- Thursday 13<sup>th</sup> October 2005, 10.30am
- Thursday, 8<sup>th</sup> December, at 10.30 a.m.