

**Staff Voice Forum Decision & Action Log**

<b>Staff Voice Forum</b> <b>Date: Thursday 09 November 2023</b> <b>Time: 1-3pm</b> <b>Venue/Platform: MS Teams</b>	
<b>Attendance:</b>	Pete Thomas, (Chair), Fiona Davies, Laura Kennedy (minute taker), Simone Williams, Alison Hughes, Neil Perris, Ann Marie Johns, Sally Barlow, Lauren Francom, Isaiah Adediran, Lauren Martin, Jayne Williamson, D, Claus Madsen
<b>Apologies:</b>	Jo Chwalko, Nick Cross, Mark Greatrex, Danielle Cairns, Anita Aspinall, Karen Howell, Sarah Chapman, Ann Bailey, Paula Simpson, Carla Burns and Alison Jones
<b>Guest Speaker:</b>	Emma Ashley, Head of HR (Wellbeing and Engagement) <b>(for Carla Burns)</b> Tony Bennett, Chief Strategy Officer <b>(for Item 13)</b> Bradley Palin, Deputy Chief Operating Officer <b>(for item 12)</b>

No.	Item	Outcome/Decision	Action	Lead	Date	Status
1	Introductions / Introductions / Apologies for absence	New members were welcomed and Apologies were noted above	<b>No actions</b>			
	Actions from previous meetings	Action status updated	<b>No actions</b>			
2	Launch of Staff Voice Forum – comms etc.	PT thanked the group for voting for the new name of the forum (Staff Voice Forum). PT suggested that there could be screensavers and lanyards to promote the group and he asked for any other suggestions. CM noted that Board had approved the name change on Tuesday 17	Do blog or vlog to promote Staff Voice Forum	P. Thomas / F. Davies	21 March 2024  9 January 2023	

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		October 2023. CM noted that NP would be speaking to the networks to see if anyone would like to attend Staff Voice Forum meetings.. CM asked PT & FD to do a blog or vlog to promote the group NP noted that the celebration event was taking place on 29 November and Staff Voice Forum were welcome to attend and join the Staff Network stand.				
3	Return of Fruit and Veg Van Update	AM-J confirmed that due to low footfall through reception in St Catherines Health Centre that the fruit and vegetable stall would not be returning on site due to it not being financially viable for the company that we used to use. AM-J confirmed that the estates team were contacting other companies but it may not be financially viable for any company to come.	<b>No actions</b>			
4	Wage payment move staff survey.	EA confirmed that the pay date was changing in January 2024 from the penultimate day of the month to 26 January 2023 (due to Christmas pay being received earlier) and each other month thereafter the pay date would be on 28 <sup>th</sup> of the month or the nearest date (except December pay).	Provide clarification on the pay date if 28 <sup>th</sup> of the month falls on a weekend	E. Ashley	09 January 2024	<b>Complete – EA confirmed that the pay date would be the Friday before the pay day if the date fell on a weekend</b>
5	Update on the Flexible & Agile Working Policy.	EA confirmed that the Recruitment and Retention Group and the People and Culture Oversight Group had been inputting into the flexible and agile working policy. She noted that section 35 of the	Share results of the agile working survey with Staff Voice Members	E. Ashley	21 March 2024 <del>9 January</del>	

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		<p>national handbook had been updated so their changes would also be incorporated into the revised policy. The results of the flexible and agile working survey had highlighted some actions and concerns that needed addressing before the policy was revised and approved by committee.</p> <p>The group queried where the policy would be taken for consultation. EA confirmed that the policy would be going to the policy review group and Ability Staff Network. The group requested the policy consultation was shared wider as the policy would affect all staff.</p>			2023	
6	NHS Email MFA (Multi factor Authentication)	<p>PT stated that NHS Digital would be enforcing all NHS Trusts in the new year, to secure their email access from Webmail and a first-time instance in Outlook. PT explained that when accessing emails from webmail, they would be asked to put a code into their computer, the code would be sent by text or via an app to a work or a private phone to input into the computer (all texts would be free). Staff would need to put a 5-digit code into a text box to access their emails. PT noted that Imprivata could automatically log you into multiple systems with one password and allows everyone to unlock and access their own passwords. PT noted that this would</p>	<b>No actions</b>			

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		be promoted by comms. AH asked if the app would be secure as a second form of authorisation. PT confirmed that the app would be secure as a second form of authorisation.				
7	Staff Café and lack of diverse foods, i.e. lack of plant milk, vegan sandwiches.	AM-J's stated that AgeUK would be taking over the management of the café at St Catherines Health Centre at the end of January. They would be reviewing the menus to ensure they would be diverse as possible. AgeUK make their own fresh sandwiches and cakes daily and they put incentives in place for patients to get a free coffee, if the patient needed support. Staff Voice Forum made a suggestion to increase the size of the café to encourage shorter queues and more choice. JH asked if the current staff were keeping their jobs; AMJ confirmed that the two Julies were staying at the café. There would be an ordering option in place to support staff to get food quicker. AMJ suggested staff go to Marline Lake to see what they offered there. and they could feed back what you want. CM asked if the new provider could have a fruit and veg selection. It was agreed to put that question to them.	Provide verbal update on café changes inc. menu options	AM. Johns	9 January 2024	<b>Complete</b>
8	St Catherine's Lifts	PT stated that the lifts were breaking down weekly and often around the time that the fire drill took place. He noted that the	<b>No actions</b>			

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		<p>teams used to isolate the lifts on the fire test day. AMJ confirmed that the problem had been identified and fixed. When the lift maintenance was due up for tender, they would be looking for an alternative supplier. PT also noted that the fire tests sirens weren't going off in every wing, AMJ confirmed that estates were going to each wing as the alarm was sounding to check the system was working in all areas.</p>				
9	HRP5 Version 5 – Managing Attendance Policy	<p>PT was asked to raise the item on behalf of a staff member. The staff member felt that when they fed back their concerns that their concerns weren't addressed. The staff member had queried the phased return and noted that other Trusts had longer phased return dates. CM noted that HR was reviewing the information received from the staff member and the phased return would be increased to 4 weeks so the Trust wasn't an outlier compared to other Trusts. CM suggested that this group reviewed only policies of interest to this group as there was a policy review group in place. EA explained the role of the Policy Review Group and noted it was attended by trade unions. EA noted that the trade union representatives needed to approve the changes to this policy and she noted that she had benchmarked the phased return length of time against other Trusts. Menopause and reasonable</p>	EA to send a list of policies under review and their timescales to the group	E. Ashley	<p>21 March 2024</p> <p><del>9 January 2023</del></p>	

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		<p>adjustments had been incorporated into the policy. SB asked that if org wide policies could it go to a wider organisation to comment on. SW requested that when a policy changed that it was at least communicated in the staff bulletin. CM agreed to send a list of policies currently under review and the group could request to review a couple of the policies that were important to them, he stated that due to timeframes it wouldn't always be possible to review all policies with a number of different groups.</p>				
10	People Update	<p>EA noted that the Recruitment and Retention Group were reviewing a number of actions in relation to turnover and she noted that turnover had decreased. EA noted that she had attended some of the national webinars to check if other organisations had anything in place to support recruitment and retention. There had been a focus on reducing the length of time from the interview date to the start date.</p> <p>CM noted that the Festival of Leadership events had been taking place over the last month and he noted that the last event was taking place on 13 November 2023. The events held had been very successful and the 13 November Celebration of</p>	<b>No actions</b>			

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		Leadership event was accessible for all staff. CM noted that the priority at the moment was increasing Staff Survey uptake. EA noted that the uptake was at 49.58% (as of today). She reminded the group that they could take place in a prize draw if they completed the survey.				
11	Staff Engagement Update	<p>EA noted that the engagement plan was in place and it had 29 actions for this financial year. The themes of the actions were comms, engagement events, leadership support. staff networks engagement and Staff Voice engagement.</p> <p>EA noted there was an action on the plan to review the appraisal experience of staff, she noted that details of the appraisal focus groups would be advertised in the staff bulletin and would be open for all staff to join. PT noted the coaching cards were really helpful to have a productive appraisal conversation with staff. EA would be contacting people who did training and also managers who didn't attend training to be on the appraisal focus group for managers.</p>				<b>No actions</b>
12	Operations Update	<p>BP presented the TIG dashboard to the group and ran through the KPIs. BP noted that this was reviewed at SAFE / OPG meeting and also the oversight groups.</p> <p>BP noted that there were 80 KPIS in total</p>				<b>No actions</b>

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		<p>and we report some to ICB and also at service level, in particular regarding waiting times and a number of 0-19 KPIs which report through to the local authority. BP noted that 56 KPIs were green and some of the amber KPIs were within 2/3% of being green. He had reviewed the KPIs in consultation with commissioning colleagues, including Sharon Clunn, Deputy Director of Commissioning and Contracts. The KPIs would be amended in line with best practice and national thresholds.</p> <p>BP noted that the walk-in centre needed to see patients within 4 hours, this KPI was at 97.1% and also contributed to the A&amp;E score for WUTH.</p> <p>BP noted that CICC bed occupancy aimed to be at 90% to ensure we were using the beds in the right capacity to take pressure off acute sites.</p> <p>BP noted that the Homefirst service had been commended by the national leads for flow and discharge.</p> <p>BP noted that the urgent community response service saw 233 patients in September and 90.1% were seen within 2</p>				



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		<p>hours and most of those patients did not attend WUTH for additional interventions.</p> <p>CM noted that it was good to have a general update as well as a specific update on areas such as Homefirst. AH noted that the update was good and the hard work was recognised through the staff awards. AH noted at the get together they always share people and operational performance and give examples of good performance across the Trust.</p>				
13	Productivity and Efficiency	<p>TB updated on P&amp;E and noted the following:</p> <ul style="list-style-type: none"> <li>• The target was £5.3M for this financial year's target</li> <li>• Operations had the largest target as that division had the most budget</li> <li>• Approved savings were at 63%</li> <li>• Savings ideas amounted to £300k</li> <li>• There was a gap of £1.5M (as of November 2023)</li> <li>• Any non-recurrent savings would create a problem next year.as money would need to be found next year. Recurrent savings would be the preferred option.</li> <li>• There was a risk as savings were not currently on track to deliver but this could improve before the end of the</li> </ul>				<b>No actions</b>

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		financial year. <ul style="list-style-type: none"> <li>• There was a focused look at taxi usage at the moment to see if there could be a reduction.</li> <li>• The target for next year would be approximately £5.6M</li> </ul>				
14	Key Messages	Key messages would be circulated in the staff bulletin as usual	<b>No actions</b>			
15	Future Agenda Items	Future agenda items were detailed in the actions  CM asked members to have a think about what items they would want on the agenda and to send them to Pete Thomas for inclusion on the agenda.	Send any agenda items to Pete for the January Staff Voice Agenda	All / P. Thomas	2 January 2024	<b>Complete</b>
16	Any Other Business	None				
Date, Time and Location of next meeting: Tuesday 9 January 2024 from 1:30pm-3pm on MS Teams						

<b>Staff Council</b> Date: Monday 22 January 2024 Time: 2-3:30pm Venue/Platform: MS Teams	
<b>Attendance:</b>	Fiona Davies (Chair), Laura Kennedy (minute taker), Claus Madsen, Ann Marie Johns, Neil Perris, Tony Bennett, Lauren Francom,
<b>Apologies:</b>	Pete Thomas, (Chair), Carla Burns, Danielle Cairns, Alison Hughes, Jo Chwalko, Paula Simpson, Karen Howell, Alison Jones, Mark Greatrex, Sally Barlow, Nick Cross, Lauren Francom, Paula Downie, John Haycocks, Anita Aspinall
<b>Guest Speaker:</b>	Bradley Palin, Deputy Chief Operations Officer (for item 8) Claire Wedge , Deputy Chief Nurse (for item 10)

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1	Introductions / Apologies for absence	Apologies noted above.  The meeting was not quorate however as there were no approvals at this group, it was agreed to proceed with the meeting.	<b>No actions</b>			
	Actions from previous meetings	As the meeting was not quorate it was agreed to rollover any actions to the next meeting, if they were not addressed on the agenda.	<b>No actions</b>			
3.	Appraisal Feedback / Survey	A staff member had raised an issue that they could not provide their appraisal feedback anonymously due to having to provide their department on the appraisal survey. CM noted that in future questionnaires there would also be an opportunity to be anonymous.	<b>No actions</b>			

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4.	Amazon Delivery Point / Lockers	A staff member had asked if an Amazon delivery point or locker could be provided on site. A concern over parking when the public collected their parcels was raised and a concern over capacity for reception staff who would have to support the process. AM-J said the estates team would investigate the pros and cons of having them installed and also explore if Co-op across the road might be interested and would feedback at the next meeting. TB stated that it would be a good wellbeing offer for staff so would welcome it being investigated.	Estates to review the pros and cons of getting a delivery locker and explore if Co-op might be interested and feedback to the March meeting	A.M. Johns	21 March 2023	
5.	Update From Staff Network Groups	<p>NP updated on the networks celebration event that took place on Wednesday 13 December 2023. An outcome of the session was that staff wanted to hold the celebration events more frequently. The networks welcomed being able to share their achievements with Board colleagues. CM stated that the Board were impressed with the work that the networks had done over the last 12 months and really appreciated the opportunity to meet with the networks.</p> <p>NP confirmed that the armed forces covenant had been signed off. NP felt it was the right time to create a staff network for that group of staff. NP noted that the group may be multiorganisational</p>	<b>No actions</b>			

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6.	Vegans in the Workplace	<p>FD noted the detailed paper on vegans in the workplace in the pack and asked the group for some comments:</p> <ul style="list-style-type: none"> <li>• CM suggested that the author/s could be invited to the next meeting for a conversation with SVF. PT to arrange with them as they had originally contacted him.</li> <li>• CM noted that one comment in the report was regarding using the racecourse for the staff awards. CM confirmed that the racecourse had previously been contacted regarding their stance and approach in respect of animal cruelty and the venue had assured the Trust that they were working with other race courses to address this and that the horses there were treated well. This had previously been fed back to the author/s raising the concerns.</li> <li>• AM-J stated that the café was changing its menu and there would be a wider section of healthy options – including vegan options.</li> <li>• NP stated that it was good to hear that there would be more healthier options. He would promote the options in his role as health inequalities lead.</li> </ul>	Invite staff member who raised concern to the next Staff Voice Forum Meeting	P. Thomas	21 March 2024	

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7.	Staff Engagement Update	<p><b>Staff Survey</b> CM noted that he was pleased to report that the 2023 Staff Survey uptake had increased for the last survey. The Trust achieved 60% vs only 47% in 2022. He noted that the data would be received by the Trust at the end of February. The results would be shared in March (once the embargo was lifted).</p> <p>CM noted that the January Pulse survey was live. He encouraged the group to complete the Pulse Survey and encourage others to complete as well</p>	Encourage colleagues to fill in the Pulse Survey	All Staff Voice Members	21 March 2024	
8.	People Update	<p><b>Draft WCHC Values-based Behavioural Framework</b> CM noted that the behavioural framework had been shared with groups of staff such as Joint Forum and the staff networks for input. He noted that the feedback from the values piece of work the Trust did a few years back had informed the development of the draft framework. CM noted that the Trust used the skeleton model from Oxford University Hospitals with the three columns as a basis for the Trust's development of the draft. It would go to ELT for approval in March. . NP welcomed the framework and noted that Jacqui Tookey would be presenting at those sessions and all staff would be welcome to attend those sessions. CM asked for any feedback on</p>	Feedback with any comments on the behavioural framework to C. Madsen, C. Burns, L. Pritchard or Jacqui Tookey	All Staff Voice Forum members	21 March 2024	
			Circulate the behavioural standards framework and focus group dates	L. Kennedy	26 January 2024	<b>Complete – the dates and framework were circulated on 23/01/24</b>

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		<p>the behavioural framework to be sent to him, Carla Burns, Liz Pritchard or Jacqui Tookey. He advised that LK would circulate the framework again following the meeting and also the dates of the dedicated focus groups.</p>				
9.	Operations Update	<p><b>Winter plan update</b> BP noted that there had been an ask to focus on the winter plan at this meeting. BP ran through the slide deck and noted that there were regular regional system meetings in relation to urgent care services, these took place in and out of hours. BP stated that he was in daily contact with WUTH regarding urgent care activity. BP ran through the care pathways which were detailed in the pack.</p> <p>BP noted that the virtual wards tried to expedite patients getting home sooner. He also noted the excellent work that had taken place through the HomeFirst team.</p> <p>NP noted the impressive work that has been undertaken, he asked what the system view was of the Trust. BP noted that the Trust's work had been noted and appreciated both regionally and nationally. BP noted that Amanda Doyle had referred to the Trust in the regional newsletter and NHS England were on site last week to see how we had embedded the teams.</p>	<p><b>No actions</b></p>			

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10.	Lancashire 0-19 Update	<p>TB updated on the Lancashire 0-19 service tender that the Trust had successfully bid for last year. TB confirmed that the Trust would start delivering the service from Monday 1 April. (Which was Easter Bank Holiday) He noted that there were 300,000 0-19 children who the Trust would be supporting. He stated that the birth rate in Lancashire was 12,000 compared with 2000-3000 in Wirral and East Cheshire which gave the group context of the size of the new contract that the Trust would be delivering.</p> <p>TB noted that he would be going out to the various estates to review bases. He noted that there would be around 500 staff transferring and there would be a training package put in place to train the staff on system1 as they currently use EMIS. CM noted that there were regular meetings with commissioners in place.</p> <p>CM noted that by law the other organisation can wait until 28 days before the transfer date to share the detailed TUPE information, however the Trust was hoping that the organisation would work with us closely to transfer staff smoothly.</p>				<b>No actions</b>
11	Quality Update	<p><b>CQC Update</b> CW updated on the CQC result and noted the following points:</p>				<b>No actions</b>



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		<ul style="list-style-type: none"> <li>• The CQC report was published on 13 December and the Trust had waited five years to be inspected.</li> <li>• CW thanked the group for their involvement in the inspection</li> <li>• She noted that there had been over 100 information requests</li> <li>• There were three service inspections:               <ul style="list-style-type: none"> <li>- Sexual Health – went from requires improvement rating to being rated outstanding.</li> <li>- Adult Community - this area moved from requires improvement to good overall and were outstanding in caring</li> <li>- CICC - they had never been inspected as they were set up in the pandemic and were rated good overall.</li> </ul> </li> <li>• There was also a well led inspection which achieved an overall good rating</li> <li>• The Trust was now rated good with areas of outstanding.</li> </ul> <p>TB noted the excellent work done by staff to get us to a good rating.</p> <p>NP shared that the sexual health team had</p>				

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		also scored excelling in EDS domain 1 recently.				
11	Key Messages	FD would share the key messages in the staff bulletin.	Share key messages from the meeting in staff bulletin	F. Davies	End of January 2024	
12	Future Agenda Items	The future agenda items were noted as: <ul style="list-style-type: none"> <li>• Vegans in the workplace</li> <li>• Third floor common room usage</li> </ul>				
13.	Any Other Business	FD noted that WCHC staff had commented that large numbers of staff from SPA were using the common room and Trust staff did not have room to eat their lunch in there.  FD asked if an update on this could be brought to the next Staff Voice Group meeting.	Bring an update on the usage of the third floor common room at lunchtime	A.M-Johns	21 March 2024	
Date, Time and Location of next meeting: Thursday 21 March 2024 at 1pm on MS Teams						