

BOARD MEETING: 29 September 2017

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CHIEF EXECUTIVE'S UPDATE

Recommendation/action required:

The Board is asked to note the paper.

Author:

Sponsoring Director:

Gerald McLaughlin Chief Executive	
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21 September 2017

CHIEF EXECUTIVE'S UPDATE

Purpose

1. The purpose of this paper is to provide an update to the Board on activities and matters involving the Chief Executive and Directors which are not covered by other papers on the agenda.

Health and Social Care Delivery Plan Implementation

2. Public Health Reform Oversight Board meeting (PHOB) – 22 June 2017

I attended the inaugural meeting of the Public Health Oversight Board Meeting. This Board jointly chaired by Scottish Government and COSLA will oversee the development of a set of national public health priorities, the setting up of the new national public health body for Scotland by 2019, and to set up local joint public health partnerships by 2020.

3. The second meeting of the PHOB will be held on Wednesday, 27 September. A verbal update on the meeting will be given at the Board meeting.

NHS Health Scotland Annual Report

4. In accordance with our proportionate approach to workload we have agreed that there is no need to produce an Annual Report this year, given that it adds little to the existing suite of reports published and in the public domain viz annual accounts, self-assessment report and "at a glance", annual review letter, our delivery plan and our annual impact report

Meeting with COSLA

5. I, along with the Director of Health Equity and the Executive and Governance Lead, met with the Chief Executive of COSLA on the 27 July along with the Chief Officer, Health and Social Care. Given the important role COSLA will play in the new public health arrangements we mutually agreed to strengthen our working relationship.
6. I was subsequently invited to give a presentation on public health improvement to the Induction sessions for the new COSLA Health and Social Care Board on the 8 September which I did using the theme of Reconnecting Public Health with Local Government.

Poverty and Inequality Commission

7. I met with Douglas Hamilton the Chair of the newly established Scottish Poverty and Inequality Commission on the 18 August to explore how our work might best support the Commission in its work.

Health Quality Council of Alberta, Canada

8. I met with Andrew Neuner, Chief Executive of the Health Quality Council of Alberta, Canada on the 7 September.

Joint meeting with NSS

9. We held a joint meeting of relevant senior management team members in Health Scotland and National Services Scotland to begin to consider how we best support our respective staff teams in preparing for the new national public health body. We made a number of commitments including a shared communications approach and identifying opportunities for joint approaches to organisational development.

Complaints

10. From 15 June to 19 September 2017 we received 65 complaints or concerns which were intended for other health bodies and 2 concerns for NHS Health Scotland. One concern was about our promotion of breastfeeding and the impact on women who cannot breastfeed. In this case we offered reassurance that we recognise that some women are unable to breastfeed and we understand the barriers to breastfeeding. We also offered the person raising the concerns the opportunity to engage with us on our project *Redesigning Health Information for Parents (ReHIP)*.
11. The second issue was in relation to our role in the Scottish Immunisation Programme for babies and children and concerns about the possible side effects of these vaccinations. We offered assurances to the person raising these concerns on the excellent safety record of these vaccines.
12. Recognising that the number of misdirected complaints Health Scotland has been receiving was increasing, we have recently undertaken work to reduce the number of complaints we receive that are intended for other health bodies and to try to ensure complainants are reaching the right place first time. This has included developments to the complaints page on our website; updates to our web contact form and joint work with NHS24 to encourage members of the public, unsure of where to complain to contact NHS Inform. We are continuing to monitor complaints but initial results show a reduction in the average number of misdirected concerns and complaints we receive over a week from 9 to 4.

Finance and Resource Implications

13. There are no finance and resource implications as such arising from this paper.

Staff Partnership

14. There are no partnership issues which are not addressed through other relevant plans.

Communication and engagement

15. There are no specific communications issues arising from this paper which are not addressed through other relevant plans.

Corporate Risk

16. Any risks associated with this update are incorporated within related project plans.

Promoting Fairness

17. There are no specific issues arising from this paper.

Sustainability and Environmental Management

18. There are no specific environmental issues arising from this paper.

Action/ Recommendations

19. The Board is asked to note the paper.

Gerald McLaughlin
Chief Executive
21 September 2017