

**MEETING:** Governing Body – Open Meeting

**Item Number:** 10.4

**DATE:** 28 January 2013

<b>REPORT TITLE:</b>	Chairperson's Report from the Corporate Governance Committee
<b>REPORT AUTHOR:</b>	Julie Pemberton
<b>PRESENTED BY:</b>	Dr Tony Ellis
<b>RECOMMENDATIONS/DECISION REQUIRED:</b>	Information Only
<p><b>EXECUTIVE SUMMARY</b></p> <p>The Chairperson's Report from the Corporate Governance Committee Meeting held on Tuesday 14 January 2014.</p>	
<b>FURTHER ACTION REQUIRED:</b>	None

## CHAIRPERSON'S REPORT

<b>Chairperson's Name</b>	Dr Tony Ellis
<b>Committee Name</b>	Corporate Governance Committee
<b>Date of Meeting</b>	14 January 2014
<b>Name of Receiving Committee</b>	Governing Body
<b>Date of Receiving Committee Meeting</b>	28 January 2014
<b>Officer Lead</b>	Julie Southworth

<b><i>The top 3 risks identified during the meeting &amp; initials of lead with designated responsibility</i></b>		
1.	CSU IM & T Service could lead to serious failures in network delivery and security. No business continuity plan provided.	JK/CM
2.	Reputational risk from potentially ineffective use of patientopinion.org	AM
3.	Potential lack of clarity around drug company inducements in gifts and hospitality policy.	JA

<b>Attendance at the meeting<sup>#</sup>:</b>	Acceptable
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<b><i>Was the agenda fit for purpose and reflective of the committees Terms of Reference?</i></b>	Yes
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<b>Narrative report outlining the key issues of the meeting</b>
<p>3. No added declarations of interest.</p> <p>5. Minutes were agreed as a true and accurate record of the meeting.</p> <p><b>6.1 Communications Progress Update</b> AM briefed the meeting and provided a report updating communications activity.</p> <p><b>Communications Engagement Strategy</b> The Communications and Engagement Strategy has been refreshed to reflect the differences between a CCG going through authorisation and one in being. The objectives of the original strategy have been largely left the same, but there is an additional focus on behavior change and encouraging self-care and self-management.</p> <p>This strategy, if approved by this Committee, will be shared with patient groups for feedback.</p> <p>The Strategy should be reviewed in March 2015.</p> <p><b>Website</b> The delivery of the new website is now behind schedule. It should have been launched, but upon final testing a bug was discovered, which is taking a significant amount of work to fix. However AM confirmed that she was confident the problem would be resolved and that the website would be live before the end of January. This will coincide with a press release.</p>

<sup>#</sup> **Excellent** (well attended) **Acceptable** (some apologies) **Unacceptable** (not quorate)

AM also confirmed that all changes identified at the meeting in November had been made to the website.

### **Borough Life Magazine**

AM confirmed that agreement had been made to run an article in the next Borough Life Magazine on Integrated Care and Healthier Together.

### **Patientopinion.org.uk**

Patientopinion.org.uk is a website where members of the public can go to feedback their positive and negative experiences on secondary and community healthcare services. All feedback is given anonymously and is moderated by Patientopinion, to make sure it is not defamatory and does not name any individual healthcare professional.

WBCCG currently engages with Patientopinion in two ways:

- It is signed up as an organisation and can respond to feedback posted.
- It has a list of the titles of the latest feedback posted about Wigan health services on the website.

### **Twitter**

AM confirmed that quotes had been sought from a number of social media specialists to offer specific training sessions, initially for those members of the Governing Body who are interested to learn more about Twitter. These sessions are planned for February.

## **6.2 Governance Team Activity Report**

The purpose of this report is to provide an update on the team's progress against the Governance Delivery Plan.

TC briefed the meeting on the Governance Team Activity Report Quarter 3 highlighting:

### **Risk Management**

In the period November and December 2013 the Risk and Assurance Team delivered the following:

- Reviewed the risk assessment documentation.
- Risk identification and assessment workshops with four directorates.
- Assisting continuing Healthcare, Localities, Safeguarding and Quality Teams in completion of risk assessments and in the development of local risk registers.
- Proposed formats for the corporate risk dashboard.
- Identified two risks for potential inclusion in the Governing Body Assurance Framework.

### **Health and Safety incident reporting**

Two incidents have been reported since the previous meeting of the Corporate Governance Committee relating to information governance and the inappropriate passing of personal confidential data through the e mail system. Both cases are currently being investigated and lessons learned will be disseminated to staff.

A further two incidents occurred when service users accessed the building whilst intoxicated or demonstrating aggressive behaviour, causing concern to the reception staff. This was identified as a gap and additional training has been provided and an action plan agreed with Wigan Council as landlord.

Following a fire evacuation on the 28 November, several concerns/issues were noted. As a result staff have been reminded of instructions that must be adhered to during future events.

Further communication has also taken place with the building management around compliance with Fire Regulatory Reform Order and the fire alarm being silenced during evacuation. The site alarm problems had been raised as an on-going defect to Morgan Sindell and NIS who are the service provider for this site. A new building fire plan has been submitted and will be circulated to all staff early in 2014.

### **Equality and Diversity**

The first meeting of the Equality and Diversity Working Group took place on 29 November 2013. The meeting was well attended and a follow up meeting has been arranged for 14 January 2014.

Work is on-going to deliver the CCG's Equality and Diversity Strategy which was required as part of the Authorisation process and to demonstrate compliance with the Equality Act 2010.

### **Business Continuity Management.**

The Business Continuity Management (BCM) Policy has been drafted by the Greater Manchester Commissioning Support Unit (GMCSU) and localised by the CCG's Governance Team. This policy is presented at agenda item 6.8 for approval.

GMCSU have also provided access to the Business Continuity Impacts and Strategies Toolkit as part of the on-going business continuity programme. The Governance Team will work with GMCSU to ensure that the toolkit is completed by the end of January 2014.

The key items of the work plan to complete before the next meeting of the Health Economy Resilience Group at the end of January are to review providers' EPRR plans and identify a programme of response plan testing. The GMCSU Resilience Manager will be providing this service as part of the delivery plan.

### **Patient Response.**

For the year to date 39 MP letters have been received, 35 have been answered and 4 replies are being compiled. Most enquiries relate to funding issues and services provided by GPs.

Freedom of Information (FOI) requests are now slowing down. However, for the period 1 April to 11 December 2013 175 FOIs were received.

We have received 8 formal complaints in the year to 31 December 2013 of which 7 have been responded to and closed. The final item is pending as to whether the complainant wishes to proceed.

For information, TC advised the meeting that he had received a report from the Parliamentary Ombudsman yesterday stating that the CCG had handled a patient's complaint in a reasonable manner.

The reception desk at Wigan Life Centre has dealt with a total of 103 enquiries relating to health services.

### **6.3 Emergency Planning, Resilience and Response Assurance December 2013**

A letter from Mike Burrows and Kate Arden was circulated to provide this committee with positive assurance around the arrangements from Wrightington, Wigan and Leigh NHS Foundation Trust (WWL) regarding their emergency preparedness, resilience and response arrangements.

TC confirmed that work is continuing with WWL to ensure the action plan is followed through.

### **6.4 Review of HR Policies**

JSm presented HR policies for approval by the Corporate Governance Committee to enable the policies to be implemented as soon as possible.

#### **Attendance Management Policy**

JSm confirmed that she was still in communication with Staff side around some wording of this policy. Main change to this policy is around the trigger points.

MS further commented on the style and literacy.

The Committee approved this policy.

#### **Flexible Working Policy**

The Committee approved this policy.

#### **Leave of Absence Policy**

Some changes and clarification to be made to this policy. Amended policy to be brought back to the March meeting of the Corporate Governance Committee for approval.

#### **Dignity at Work Policy.**

After some discussion, it was agreed to change the title to Harassment and Bullying Policy.

#### **Managing Work Performance Policy**

The Committee approved this policy.

### **6.5/6 Information Governance and Management Update**

JK circulated report supplied by GMCSU providing details of IT services for the previous 3 months highlighting:

- The fourth Customer Relationship Manager left at the end of December and the post remains vacant.
- Service desk performance is deteriorating month on month.

MS commented that the service desk performance was disappointing and we are paying for this service. The contract will run until October 2014.

FC commented that he felt the CCG was being short changed and asked what remedies were within our gift. However, this is not just a Wigan issue, it is across Greater Manchester.

### **6.7 Information Policies**

Circulated for approval.

#### **Records Management Policy**

JSm advised the meeting that this policy needs to cross reference to HR policies. JK to amend.

The Committee approved this policy.

**Remote Worker/Mobile Device iPhone/iPad Policy**

JSm advised the meeting that this policy needs to cross reference to HR policies. The tone needs to be consistent within the policies. JK to amend  
The Committee approved this policy

**Information Security Plan and Strategy**

The Committee approved this policy

**IG Management Framework**

This is an overarching document, which needs to be signed off by the Governing Body.  
The Committee approved onward submission to the Governing Body Board meeting in January 2014.

**Subject Access Procedures**

The Committee approved this policy.

**6.8 Policies for Approval**

Policies circulated for approval.

**Gifts and Hospitality Policy.**

JA confirmed that there was very little change to the original policy. However, at the Audit Committee it was discussed as to who it actually related to.

GPs receiving gifts/hospitality from patients in their provider role, then each GP practice should have their own policy for gifts and hospitality.

GPs receiving gifts/hospitality in their role as a commissioner would be subject to the CCG's Gifts and Hospitality Policy.

**Business Continuity Policy.**

The Committee approved this policy.

**Management Policy**

The Committee approved this policy

**8. Any Other Business**

Legislation Reform Order (LRO) Consultation and Establishment agreement for the Association of Greater Manchester Clinical Commissioning Groups, circulated to provide assurance that Greater Manchester Association of Clinical Commissioning Groups has complied with all requirements to allow CCGs in Greater Manchester to continue working together as one where it makes sense to do so.

Next Meeting Tuesday 11 March 2014.

Agreed actions from the Meeting	Name of lead with designated responsibility for the action/s
Value Statement in the Communications Engagement Strategy needs to reflect the principles of excellence	AM

<p>of clinical outcomes, value for money and positive patient experience. AM to check this.</p> <p>Revised/amended Communications &amp; Engagement Strategy to be brought back to the Corporate Governance Meeting in March 2014.</p>	<p>AM</p>
<p><u>Leave of Absence Policy</u> Some changes and clarification to be made to this policy. Amended policy to be brought back to the March meeting of the Corporate Governance Committee for approval.</p> <p><u>Dignity at Work Policy.</u> After some discussion, it was agreed to change the title to Harassment and Bullying Policy.</p>	<p>JSm</p> <p>JSm</p>
<p><u>Information Governance and Management Update</u> It was agreed that the serious concerns of the Corporate Governance Committee as to the service being offered by GMSU be formally expressed.</p>	<p>TE</p>
<p><u>Gifts and Hospitality Policy.</u> JS stressed that gifts and hospitality from drug companies could be seen as inducement and this needed to be very specific and within its own section in the policy. It was further suggested that the CCG could provide a model policy for the GPs.</p> <p>The Committee approved this policy with the addition above and the provision that paragraph 1.2 of the policy is looked into.</p>	<p>JA</p> <p>JA</p>

<b>Chairperson's Additional Comments</b>	
N/A	

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