

COUNCIL

Actions arising from public Council meetings

Meeting: 11 November 2015

Status: for noting

Lead responsibility: Nicola Ebdon (Head of Governance)

Paper author: Lisa Harmshaw (Governance Manager)

Purpose

1. This paper provides Council with progress made on actions from the last public meeting along with any other actions which are outstanding from previous meetings.
2. The paper is broken down into 3 parts: (1) action points relating to the last meeting, (2) action points from previous meetings which remain outstanding, and (3) action points previously outstanding but now completed. Once actions are complete and have been reported to Council they will be removed from the list.

Part 1: Action points from the Council meeting held on 29 July 2015

Action	by	Description	Deadline	Notes
29/7/15 22(15) (8262)	AB	Standards strategic review: new standards of practice – test the updated booklet ‘What to Expect from your Optician’ with patients/public prior to issue.	30 April 2016	NOT YET STARTED: will be tested following being updated in January as aiming for an April launch. Any sooner (i.e. before the new standards are in effect) could lead to confusion for patients.
29/7/15 23(15) (8272)	LD	Strategy for managing complaints quickly and effectively: take into account the concerns raised in the 2014/15 review of the GOC by the Professional Standards Authority (PSA) and the possibility for legislative reform in finalising the project scope.	31 August 2015	COMPLETED: Both the concerns raised in the 2014/15 PSA review and the possibility for legislative reform have been taken into account in the project scope, which has now been finalised.

Action	by	Description	Deadline	Notes
29/7/15 24(15) (8285)	AB	Legislative reform programme: identify the issues that need to be addressed through legislative change and which are fundamental to delivering strategic and business plan objectives.	5 Oct 2015	COMPLETED: paper produced in advance of the workshop with Council and committee members held on 5 October 2015, which enabled us to gather feedback on the issues that might need to be addressed through legislative reform. We will now draw on this input in scoping out our legislative reform programme and will provide Council with an update at its meeting in February 2016.
29/7/15 25(15) (8291)	NE	Performance and management information report: ensure that the “% change per quarter” is not colour-coded according to RAG ratings in future.	11 Nov 2015	COMPLETED: changed in the quarterly performance and management information report.
29/7/15 26(15) (8294)	NE/ PM	Whistleblowing update: <ul style="list-style-type: none"> • give consideration to whether consultation would be required on the planned outputs, with the desire to only consult where necessary to do so in order to speed up implementation; and • that the legal status of the Public Interest Disclosure Act in Scotland be checked. 	11 Nov 15	COMPLETED: We have proposed that we consult on our external whistleblowing policy (see paper C53(15)) in accordance with our consultation framework. We are not likely to consult on our internal whistleblowing policy due to be presented to Council in February 2016. Legal status has been checked as part of the work.

Action	by	Description	Deadline	Notes
29/7/15 27(15) (8296)	JL	Investment policy: i. no investments be made in organisations that derive any income from the tobacco industry; and ii. clarify with Brewin Dolphin whether there is any conflict of interest should the investment portfolio include any organisation that sold optical products.	30 Sept 2015	i. COMPLETED: actioned, updated and published 15 October 2015; and ii. COMPLETED: quoted shares forming part of a balanced and diversified portfolio would not lead to the type of conflict suggested. It is not possible to screen this type of investment out as it would not be separately disclosed for larger companies. GOC does not regulate appliances or products in any case.
29/7/15 28(15) (8285)	NE	Council and Committee scheduling 2016/17: Scottish and Welsh school holidays to be taken into account in finalising the schedule.	31/10/15	COMPLETED: A final timetable was circulated to Council on 7 September 2015.

Part 2: Action points from previous meetings which remain outstanding

Action	by	Description	Deadline	Notes
11/02/15 01(15) (8168)	JL	Performance Report (re employee turnover): <ul style="list-style-type: none"> Future performance reports to report actual numbers of employees leaving the organisations; and the Remuneration Committee to consider the issue of employee turnover and agree an appropriate benchmark. 	30 Nov 2015	IN PROGRESS: the Performance Report now includes numbers as well as percentages and we have reviewed the method of calculation to provide figures that both include and exclude fixed term contracts that expire. We are researching benchmarks to present to RemCo in December 2015.

Action	by	Description	Deadline	Notes
11/02/15 06(15) (8178)	LD	Performance report Q3 2014/15 re increase in FTP complaints: identify the drivers behind the increase in complaints received, whether other health regulators are succeeding in closing cases within 52 weeks, and whether there are lessons to be learned from the methodology used by other regulators to calculate performance.	2015/16	IN PROGRESS: these are being identified as part of the project to handle complaints more quickly and effectively which was considered by Council in July 2015.
11/02/15 08(15) (8185)	SP	2015/16 Business plan re project planning: all the projects to be properly planned, with clear milestones, and adequately managed according to project management principles.	2015/16	IN PROGRESS: Under the current system of project management, projects are approved by the SMT as part of the business planning process, and then reviewed at monthly project board meetings against agreed plans, milestones and budgets. An internal audit/spot check of projects and project management is included in the draft internal audit plan for 2016/17 and a review and enhancement of the overall process has been scheduled in for 2016/17.
13/05/15 19(15) (8238)	SP/ JL	Performance Report Q4 re Resources indicators (registration): consider including an indicator for registration which focused on accuracy and robustness of the process and quality assurance of decisions in registration.	2016/17	IN PROGRESS: to be considered as part of the quality assurance framework project.

Action	by	Description	Deadline	Notes
13/05/15 20(15) (8247)	AB	<p>Public Perceptions research:</p> <p>i) ensure that the final report clearly identifies any differences across the devolved nations; and</p> <p>ii) consider how best to disseminate the report, with suggestions including sharing the research with NHS England, Local Eye Health Networks and the Royal College of GPs.</p>	End July 2015	<p>i) COMPLETED: report now finalised and published on the website;</p> <p>ii) IN PROGRESS: development of plan to disseminate the report in progress.</p>

Part 3: Action points previously outstanding but now completed

None.